

ANUJ ATRI

SENIOR ASSOCIATE

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EMAIL | anujatri711@gmail.com

LOCATION | New Delhi, INDIA

EXPERIENCE | 8 Years 0 Month

Key Skills

- CRM
- Back Office Operations
- Training Coordination
- Human Resource Management

Certification

- Digital Marketing MSME
- Microsoft Excel 2023 - From Beginner To Expert In 6 Hours

Languages

- English
- Hindi

Social links

- <https://www.linkedin.com/in/anuj-atr-32873b325/>

Profile Summary

Highly skilled Senior Associate with 8+ years of experience in Customer Service, adept at driving strategic initiatives and achieving exceptional results. Proven expertise in project management, operational efficiency enhancement, and fostering strong client relationships. Demonstrated ability to lead cross-functional teams and cultivate a collaborative work environment. Possesses exceptional analytical, problem-solving, and communication skills. Committed to continuous professional development and staying updated with industry trends. Ready to leverage comprehensive knowledge and leadership capabilities to contribute to the success of a forward-thinking organization. Adept at delivering innovative solutions and supporting growth initiatives.

Work Experience

Senior Associate

Paytm

11/2023 - 07/2024

- Provided exceptional customer service by resolving issues related to recharge, utilities, UPI, Postpaid Loans, and Personal Loans on Freshdesk platform
- Proactively escalated concerns to L2 and L3 team members for prompt resolution of customer issues
- Utilized JIRA platform to raise complex issues, streamlining the resolution process
- Demonstrated effective communication skills by conducting outbound calls to customers to understand their concerns and promptly forwarding them to the relevant department.

Customer Success Representative

101 Blockchains

03/2022 - 11/2022

- Served as a proactive Customer Support Executive in the Operations Team, specializing in resolving user concerns throughout their Blockchain E-Learning Courses, Masterclasses, and Certifications journey.
- Utilized the Chat Process on Zendesk to proactively engage with users, assessing their interest in purchasing courses and Certifications, while also highlighting the benefits of our Membership Plans to drive sales.
- Actively sought feedback from users, ensuring a positive user experience, by encouraging them to provide reviews on Trustpilot.
- Addressed Payment Failed issues promptly by sending personalized emails to users, ensuring seamless transactions.
- Proactively communicated with users regarding Membership Cancellations, providing them with necessary information and assistance via email.

Operations Associate

Multibhashi Solutions

07/2020 - 02/2022

- Taught Foreign and Indian languages to users globally through an online learning platform
- Conducted sales training sessions to onboard new employees, covering product knowledge, organizational structure, post-sales operations, foreign language exams, and internal tools
- Assessed new sales joiners' performance through final assessments and reported results to HR, AVP, and senior personnel
- Collaborated with the HR team to recruit trainers and salespeople, as well as operations staff
- Worked with the Content Writer team to create engaging blogs for publication on the Multibhashi website
- Assisted trainees as a Customer Care executive, addressing any concerns or difficulties they encountered during group or personalized classes
- Communicated with Multibhashi trainers to identify and resolve any issues they were facing
- Coordinated with other internal teams to ensure prompt resolution of issues.

Process Associate

Sopra Steria

07/2013 - 05/2019

- Managed all training requests for SopraSteria UK staff as a Training Coordinator for Learning Services.

- Collaborated with internal trainers to schedule dates for internal courses and provided delegate lists as needed.
- Assisted the onshore HR UK team with induction processes and prepared monthly HR course reports for staff attendance.
- Obtained approval from line managers and budget holders for course bookings.
- Initiated purchase requisitions and notified suppliers to book employees for approved courses.
- Facilitated communication with external suppliers to obtain quotes for requested courses.

Senior Associate

WNS Global Services Pvt. Ltd

11/2011 - 06/2013

- Tagged files and verified benefits by calling patients' Health Insurance for Durable Medical Equipment (DME) products
- Processed files for initiating pre-authorization
- Handled cases with attorney involvement, no fault and workers compensation cases
- Communicated with insurance adjusters to determine the status and readiness to pay for specific claims
- Followed up with onshore sales representatives to provide order status updates
- Engaged in email and phone communication to ensure all necessary paperwork is in place for revenue generation
- Worked efficiently to finalize hospital and doctor direct orders on the same day of receiving them

Process Associate

KDMS Pvt. Ltd

09/2008 - 05/2011

- Spearheaded operations at the headquarters of a top gardening and gift products provider, catering to a diverse customer base in the USA and Canada
- Resolved customer concerns and issues promptly through effective email communication, ensuring high levels of customer satisfaction
- Managed correspondence including letters and mails, ensuring swift resolution of gardening-related inquiries and timely order status updates
- Leveraged exceptional problem-solving skills and meticulous attention to detail in handling customer requests and inquiries

Associate

IBM Daksh

06/2007 - 08/2008

- Served as a valuable team member at Intuit (Quickbooks UK) in the voice process.
- Proficiently addressed and resolved customers' major issues through proactive and effective phone communication.

Education

PG Diploma - Human Resources

2010

IMT, Ghaziabad

Grade - Pass

B.Com - Commerce

2005

University of Delhi

Grade - Pass