**Customer Service**

*Top-producing professional and appreciated by clients with high level of creativity and exceptional relationship-building talent*

Repeated success cultivating and managing overseas accounts. Proven record identifying key buying influences in multi-level accounts and developing strategic sales plans to facilitate long-term business relationships. Recognized for keen business insight; expertise translating concepts into action to maximize results for business development campaigns. Consensus-driven team player and contributor.

**CORE STRENGTHS**

• A curious, avid learner • Prospecting / New Client Development

• Cold calling • Observant + Caring

• B2B & B2C sales strategies • Respectful above all

• Consultative or needs-based selling

• Most punctual employee

**PROFESSIONAL EXPERIENCE**

**Webshore PVT LTD**

**Floor Support Supervisor & Quality Analyst**

May 2023- Jan 25

Working as a Floor Support for the USA Alarm Systems. Process Knowledge , CRM Knowledge , call dispositions, Preparing for process assessment, providing training for Quality guidelines provided by clients. Preparing for Quality assessment , Auditing their calls and coaching them.Taking shadow sessions after the training in order to certify the agents.

Auditing calls of both new and old agents sharing feedback with their team leaders. Taking sup calls for any escalation cases.

Auditing calls of old agents , creating feedback and monthly sessions , adding new ideas to promote sales.

**PCITS PVT.LTD**

**SME & Quality Analyst**

July 2019 - May 2023   
Working as a process trainer for the B2B process. CRM knowledge, call dispositions. Introducing new joinees to the CRM and training them how to operate that also gives knowledge about the calls dispositions which is one of the important parts of the process. Auditing their calls and coaching them. Conducting assignments for the calls dispositions in order to avoid errors. Taking shadow sessions after the training in order to certify the agents.

Auditing calls of both new and old agents sharing feedback with their team leaders.

**Elora innovation Pvt. Ltd**

**Process Trainer & Quality Analyst**

August 2018 -June 2019

Working as process trainer giving process knowledge and VNA training to the new joinees. coaching and developing skills amongst the new joining associates to improve their product knowledge, performance and to achieve higher customer satisfaction. Coaching and Mentoring of agents calls Conducting tests regarding the recently shared process updates. This test is known as the PKT (Product Knowledge Test). Product knowledge tests are conducted to gauge the agent’s product knowledge.

Also conducting these tests on regular intervals can help you to identify the agents who are lacking in product knowledge and also agents who are not attentive during the refresher and training sessions.

QA (Quality Auditor) is responsible for auditing the calls of floor associates and sharing them real-time feedback to improve the call quality.

During the idle time or when there are no batches to coach, a trainer can audit calls to identify the loopholes in the process and can share the feedback with the associates accordingly.

Vmak Research & Services

**Sr.Customer Service Executive**

November 2017 - July 2018  
Working within a technical sales campaign as a senior executive/sme, in customer services department taking inbound calls for the existing customers and also doing outbound calls for the feedback or any escalations. Also taking care of newly joined agents by taking sup calls and coaching them and giving feedback.

In Technology PVT LTD

**Sr.Customer Service Executive**

1 year 8 months worked in a tech sales campaign as a senior executive/sme, I’ve taken sup calls for the newly joined agents and coached them and gave feedback about their performance.

(Dec 2015 to Aug 2017)

I energizer Pvt. Ltd.

**Sr.Customer Service Executive**

March 2015 to Nov 2015

Worked with I energizer Granada services Pvt. Ltd, as a Sr.Executive Customer Service for an outbound campaign called Blackjack. It’s a first party collections and they're primarily focused on subprime market (People with low/bad credit history)

Making calls to debtors while assisting, scheduling and canceling payments and arrangements. Consistently built lines of communications with other areas to improve operations and ensure compliance to company standard also assisted with light customer service.

AAA InfoTech PTV LTD

**Technical Sales Officer**

April 2013 to March 2015

2 years’ experience with AAA Infotech Pvt. Ltd., Noida. Working as Technical Sales Officer in AAA InfoTech. My main job involves interacting with clients and connecting our technical representatives to provide technical support to our End User Customers, OEMS via phone, WebEx, GTM, e-mail and web. I have strong fault isolation and root cause analysis skills using various scanning tools to diagnose and solve complex technical issues and provide timely solutions to customers in a professional manner.

-Regularly updating support cases to record progress via tracking system and documenting technical

Solutions and product information in the knowledge base.

Cross Sell/Upsell internet packages and anti-virus solution for user's betterment beside.

-Provide Configurations, troubleshooting and best practices to customers.

-managing Support cases to ensure issues are recorded, tracked, resolved and follow ups are done in a timely manner.

-Our Technical Team Does Troubleshoot and Support Brocade SAN Fiber Channel switches that includes 300,

-6510, 6520, DCX chassis etc.

-Proficient in advance level troubleshooting of our Ethernet Fabric based VDX6740,6740T,6940 and 8770 chassis etc.

-Review customer logs in Microsoft/Linux environment and have good understanding of Bash and Python

-Extensively worked in the lab to replicate the issues. Worked very closely with the escalation team.

-Provide fault isolation and root cause analysis for technical issues

-Technical Support Bulletins and other technical documentation in the knowledge Base.

HomeShop18Noida

**Customer Care Executive**

March 2012 to April 2013

1 year experience with HomeShop18, Noida A customer service representative interacts with a company’s customers to provide them with information to address inquiries regarding products and services. In addition, deal with and help resolve any customer complaints. For instance, a customer representative assists you in opening an account or helps you to resolve a problem if you cannot access your account or if your order never arrived. Usually, as customer service representatives gather information via a telephone call.

**-Handling Problems**

Customer inquiries often involve some form of complaint that the customer service representative must handle in accordance with the company’s guidelines and policies. Sometimes, the representatives may attempt to solve the problems or at least propose some solutions. Some representatives may also be authorized to send customers their replacement products or reverse erroneous fees. Others may function like gatekeepers, getting information on the problem and passing it along to someone else to solve. Customer service representatives must make sure first that the complaints made are valid and must do whatever they can--within the bounds of their authority--to make sure the customer is satisfied when he hangs up the phone. As customer service representative sometimes also assisting in cross sales as well.

**EDUCATION AND TRAINING**

Pursuing Graduation from Delhi University.

Secondary from national institute of open schooling – Apr. 2008

Senior Secondary from national institute of open schooling – Oct. 2011

***Professional Development***

**Software:** Microsoft office (PowerPoint, Word, Access, Excel,) Adobe.

**Technical:** Basic Troubleshooting, Network Troubleshooting, System Restore.

**Father’s name:** Late Shashank Johri

**Interests:** Listening to music, dance, surf internet and travel

**Date of birth:** 11th December 1991

**Address:**  H.No RZ-40, 4th floor, Mahavir vihar, sector-1, Dwarka, New Delhi, 110045

**Last Salary:**  50,000 in Hand

**Expected Salary:** As per company norms

**Notice Period:**  Immediate Joining