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Admin, Assistant / Customer Care Executive Domestic / International

Nationality: Indian

Worked Countries: London, United Kingdom, India

Work Authorization: Sponsorship required for USA, U.K., Canada, Australia and New Zealand

SUMMARY:

To work with an organization that will utilize my management, supervisory and administrative skills for mutual growth and success

PROFILE:

- Knowledge of Microsoft Office Suite (Word, Excel, PowerPoint and Outlook).
- Maintain an energetic and upbeat attitude throughout the day and multitask and switch tasks without a hitch.
- Prior experience with customer service and call centers in relevant job roles.
- Good knowledge of CRM practices and systems.
- Customer-oriented attitude with professionalism.
- Strong multitasking, time management, and target achieving skills.
- Excellent communication and listening skills with good command over the English language.
- Excellent communication and Convincing skills.
- Attention to detail with accuracy and good eye-hand coordination.
- Keen sense of quality control and practices.
- Open minded with a positive attitude.

WORK EXPERIENCE:

Accurate Securities and Registry Pvt. Ltd. – Tele Call Operator May 2022 - Conti...

Ahmedabad, India

Accurate is transforming the Registrar to Issue/ Share Transfer Agent segment across India by deploying Artificial Intelligence solutions for listed and unlisted companies for managing the security holder records. Our goal is to have a responsive, customer-centric agency.

- Contact C.A,C.S,PCS Offering Registrar and Share Transfer related work, send related profile them by email
 and help him to deal with further process and queries across India.
- Contact businesses and individuals by telephone in order to promote and sell services, receive orders, gather information, verify details.
- Influences customers to buy services by following a prepared sales talk to give service and product information and price quotations.
- Provide pricing details and Receive orders over the telephone.
- Answer telephone calls from potential customers who are responding to advertisements.
- Contact customers to follow up on initial interaction and able to convert the leads into sales.
- Meeting Daily Target of lead conversion by calling pre-decided target audience.

AEGIS (BPO Division of ESSAR Group) – Customer Care Executive Dec 2013 – Apr 2022

Ahmedabad, India

- Resolve queries of Customers by Inbound Calls from Gujarat as per TRAI rules and regulations.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits.
- Follow up to ensure resolution and keep records of customer interactions, process customer accounts and file documents.
- Follow communication procedures, guidelines and policies and take the extra mile to engage customers.
- Build a positive company image and offer dedicated customer satisfaction.
- Conducting customer satisfaction surveys to understand what areas of the company's services need improvements
- Catering to customer phone calls and diverting the call to the relevant department for a more advanced form of query resolution
- Curating streamlined email and social media communication mediums for offers, updates and much more

Scanned with OKEN Scanner

- Dealing with customer issues and churning out an easy-to-follow solution
- Managing payment and delivery of customer orders
- Helping customers choose the right product for their requirements and budget
- Handling customer concerns and complaints in a timely manner
- · Informing customers of upcoming promotions or deals
- Establishing a positive rapport with all clients and customers in person or via phone
- Forming reports based on customer satisfaction statistics and helping their team to develop new skills
- Fixing appointments based on the availability of customers and clients
- Interacting with customers to ensure they have a desirable and shareable experience

Niravs Call Force India Pvt. Ltd. – International Customer Care Executive Ahmedabad, India Sep 2012 - Nov 2013

Niravs Call Force India Pvt. Ltd. provide services which focus on customer centricity rather than profit making motive in such competitive market and dealing in Call Centers.

- Handle many inbound and outbound calls to USA customers and clients.
- Identify the needs of customers, resolve issues, and provide solutions.
- Upsell other products wherever possible.
- Ensure you follow the customer service script provided by the company for uniformity.
- Also, be well-read on company policies and the website for FAQs or policy related answers.
- Maintain good customer relations.
- Meet personal targets and work towards meeting team targets.
- Maintain records of the conversations with the customer and analyze the data.
- Write and submit timely reports on performance, targets, and customer queries.

Vodafone – Customer Care Executive Mar 2007 – Aug 2012

Ahmedabad, India

- Handled Incoming Calls for the queries of Customers from Gujarat, Rajasthan, and Maharashtra States as per TRAI rules and regulations.
- Managing a team of representatives offering customer support.
- Overseeing the customer service process.
- Resolving customer complaints brought to your attention.
- Creating policies and procedures.
- Planning the training and standardization of service delivery.
- Selecting and hiring new staff.

Sainsbury's Supermarket Plc. - General Assistant May 2005 - Apr 2006

London, United Kingdom

Sainsbury's is the second largest chain of supermarkets in the United Kingdom with a 14.6% share of UK supermarket sales in September 2022. It is a multi-channel retailer that offers groceries, general merchandise, and clothing products.

- Put simply, you'll make customers feel special
- You'll help in all kinds of ways from supporting customers on the shop floor, to serving them at the checkout
- On the checkout, you'll promptly and politely process, pack and take payment for shopping
- On the shop floor, you'll help customers find what they want, explain anything they need to know, and help to make sure the products they love are always on the shelves
- Assist customers and respond to their enquiries. Ensure that the displays and shelves in store remain neat, tidy, clean and fully stocked.
- Shelf filling, Stock Checking, Help Customers, till work

M/S. S. K. YAGNIK (Tax Consultant) - Account Assistant cum Cashier - Ahmedabad, India Jan 2001 to Mar 2005

- Office administration work, Cashier's responsibility.
- Help people and organizations in paying their taxes.
- Processed tax law, tax compliance, and tax planning.
- Supported to individuals and business owners can hire a tax consultant for long and short-term tax optimization.

M. D. Vadera Associates - Account Assistant Aug 1996 - Aug 2000

Ahmedabad, India

- As an Account Assistant was handling administration work
- Reconcile invoices and identify discrepancies.
- Create and update expense reports.
- Process reimbursement forms.
- Prepare bank deposits.
- Enter financial transactions into internal databases.
- Check spreadsheets for accuracy.
- Maintain digital and physical financial records.

Ingersoll-Rand (India) Ltd. - Account Clerk Dec 1990 to Jun 1996

Ahmedabad, India

- Overtime, Wages, Coding, Suppliers cheque payment, prepair C Form, petty cash, inventory workresponsibility handled
- Provide accounting and clerical support to the accounting department.
- Type accurately, prepare and maintain accounting documents and records.
- Prepare bank deposits, general ledger postings and statements.
- Reconcile accounts in a timely manner.
- Daily enter key data of financial transactions in database.

EDUCATION:

Bachelor of Commerce in Advanced Accountancy Gujarat University, India

