



KULDEEP KUMAR PANDEY

SR. CSA & SALES
SPECIALIST

Contact

Address

Hazaribagh, India 825408

Phone

+917250219408

E-mail

kuldeepkumarpandey72@gmail.co
m

Skills

Relationship building and
management

Customer Relationship
Management

Consultative sales strategies

Solution development

Adept multi-tasker

Cold Calling

Database Management

Software

PHP, MYSQL,
JAVA,C++,WORDPRESS

Languages

ENGLISH

HINDI

Result-oriented and creative professional, targeting assignments in Operations,
Sales & Customer Support with an organization of high reputed in Industry.

Work History

2023-03 -
2023-06

Inside Sales Specialist

RedKenko Health Tech Pvt Ltd, Gurgaon

- Developed and deepened customer relationships to drive revenue growth.
- Responsible to sale health insurance products from Telesales.
- Monthly Target oriented revenue system.
- Used digital methods and traditional telephone approaches to generate sales leads.
- Managed friendly and professional customer interactions.
- Developed and implemented sales strategies to increase customer loyalty and retention.

2019-11 -
2021-11

Sr. Customer Service Associate

Accenture Solutions Pvt Ltd, Hyderabad

Managed cases which were to be assigned to the respective language based on the requirement and inflow of volumes and follow with the client of the low volumes.

Evaluated the critical moderated content and share the details to ERT (Emergency Response Team) based on the client policy and severity of the cases.

Analyzed & resolved complex issues, taking ownership & responsibility of issues from start through to a successful resolution.

2016-10 -
2017-10

Sr. Executive

Ans Technocom, Gurgaon

Worked on (Telesales) Selling's credit cards of ICICI and HDFC banks and handling backend process management.

Education

2017-10 -
2020-05

Diploma In Elementary Education

Jharkhand Academic Council - Bokaro

2013-08 -
2016-08

Master of Computer Applications: Computer Application

Department Of Mathematics (Ranchi University) - Ranchi

2009-07 -
2013-07

Bachelor of Applied Science in Information Technology: Information Technology

Yogoda Satsang Mahavidyalaya (Ranchi University) - Ranchi

Certifications

2013-04

ADCA

Interests

SINGING