**NISCHAL DASSANI**

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Gurgaon

**WORK EXPERIENCE**

**Convergence Contact Centre Pvt. Ltd.** Sept’03 to Sept’04, Kolkata

Senior Customer Service Associate(sales & mortgage)

• Worked for mortgage and sales processes. Responsible for talking and interacting with the customers & clients to finally processing and closing the business.

• It included handling client coordination & interaction on a daily basis and taking care of the closing & after closing requirements.

• To make sure to deliver and respond as per service levels defined & milestones chartered out and also assisting new agents on calls during ojt.

**Wipro Spectramind Services Pvt. Ltd.** Oct’04 to May’05, Kolkata

Technical Support Associate(customer service)

• Responsible for solving desktop computer problems, use troubleshooting techniques to identify solutions and recommend appropriate responses.

• To update knowledge of customer’s product line & service offerings, current products and technologies.

• It included making sure to meet the conditions set by the clients effectively and within the time constraint with the highest level of client & customer satisfaction.

**J P Morgan Chase Services India Pvt. Ltd.**  July’05 to Oct’05, Mumbai

Team Member(sales & customer service)

Worked in the outsell department for the credit card process of the bank.

Responsible for selling balance transfers, loans, card activation and for any type of customer query and customer service.

**Hutchison 3 Global Services Pvt. Ltd.** Oct’07 to Feb’09, Mumbai Senior Advisor(customer service)

• Interacted with customers to help them to discover and use their 3rd generation enabled 3 phone.

• Responsible for dealing with all kind of customer queries (Customer Service, Billing, Technical, Retentions etc). Worked for the collections department as per internal movement and was also handling the back office work for speciality procedures.

**Fiserv Global Services Pvt. Ltd.** July’10 to May’11, Noida

Senior Business Associate(collections)

• Responsible for analysing and researching the employee(U.S) file on workers compensation and then to take appropriate steps & actions and to gather all the relevant items & documents as necessary.

• To make sure to abide and work under the policies, procedures and guidelines required and to exhaust all possible efforts to collect.

**Dassani Motors** Dec'12 to Mar'21, Kolkata

Business Associate

• Handling sale & distribution of automotive spare parts and accessories.

• Analysing information on customer’s product line & service offerings, current products & technologies to the relevant competitors, so as to improve upon our services.

• It included client coordination & interaction on a daily basis and making sure to meet the conditions set by the clients effectively and within the time constraint along with providing client and customer satisfaction.

• Interacted and coordinated with the Banks and Transport to ensure all the targets & deliverances are met as per parameters decided.

• Managed the employees on a target base, performance and effort driven role to build and foster conducive business strategy.

As a part of expansion, we entered into new segments of two wheeler and tractors.

**EDUCATIONAL QUALIFICATIONS**

Passed the **Bachelor of Science** Examination with **Honours** in **Economics** of the University of Calcutta from St. Xavier's College, Kolkata in 2006 and secured 54%.

• Passed the **Higher Secondary** Examination in **Eco-Math-Stat** stream of the West Bengal Council of Higher Secondary Education from St. Xavier's College, Kolkata in 2000 and secured 66%.

• Passed the **Indian Certificate of Secondary Education** Examination of the Council for the Indian School Certificate Examinations, New Delhi from St. Paul's KG & Day School, Kolkata in 1998 and secured 84%.

**SKILLS SUMMARY**

• Client/Customer service orientation

• Analytical/Critical thinking and problem solving

• Ability to concentrate for long periods

• Hardworking and learning new thing quickly

• Teamwork, facilitation and cooperation

• Planning, coordination and organisation

• Good negotiation/networking skills

**LANGUAGES KNOWN**

• English & Other

**INTERESTS**

• Theology, Non-fiction & fiction Writing with special interest in Travel Writing, Investment and Trading, Higher Mathematics.

**DISABILITY**

Invisible disability, malunited/dislocated right foot from when I was into martial arts, the limp in the walk will be fixed after one more surgery.

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