



ANMOL SHARMA

CONTACT

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EDUCATION

+2 DAV Public school Cbse Board

10 DAV public school Cbse Board

PERSONAL INFORMATION

Father's Name : Mr. Davinder

Sharma

Date of Birth : 8th March 1997

Gender : Male

Nationality : Indian

CERTIFICATIONS

- Data science in E - Commerce (UpGrad)
- Ultimate Guide to Email Marketing (UpGrad)
- The Ultimate Guide to Kickstarting Your Data Science Journey (UpGrad)

PERSONAL PROFILE

A Determined and smart working individual seeking practical exposure and experience of corporate world in healthy environment for attaining perfection for career development along achieving organizational goals in innovative ways with consistency.

WORK EXPERIENCE

2022 Feb - 2022 Dec

Teleperformance Mohali (International Process)

Sector 75 mohali

- Provide customer service.
- Perform payroll function such as, processing and submitting payroll.
- Handle all customer relations issues in a gracious manner and in accordance with company policies.
- Create and enter information into databases.
- Answer telephones and give information to callers, transfer calls to appropriate individuals.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Refer unresolved customer grievances to designated departments for further investigation.
- Keep records of customer interactions or transactions, complaints, or comments, as well as actions taken.
- Contact customers to notify them of claim investigation results or any planned adjustments.
- Prepare insurance claim forms or related documents and review them for completeness.
- Calculate amount of claim.
- Provided technical Assistance as well.

2019 Jan - 2022 Jan

DS Sons and Creations (Ludhiana)

- Keeping all the records of Incoming and out going materials