



PRAVAT KUMAR SAHOO

Sr. Technical Support Office | Chat Support Associate II

Mobile No: +91 9078229465

E-Mail ID: kumarpravat13@gmail.com

LinkedIn Profile: <https://www.linkedin.com/in/pravat-kumar-295126157>

EDUCATION

Bachelor of Business Administration - BBA • SOA UNIVERSITY Aug 2015 - Jun 2018 Information Technology • Grade: 68%

I have successfully completed my BBA degree at SOA University, a prestigious institution renowned for its excellence in education. My major during my BBA program was Information Technology. This specialization enabled me to acquire comprehensive expertise in IT systems and data management. In summary, my educational background is characterized by a solid foundation in Information Technology coupled with complementary skills in accounting. I consistently demonstrated a dedication to academic excellence, and my well-rounded approach to education equipped me with the abilities and knowledge necessary to excel in these fields.

PROJECT INTERNSHIP

Sales Analyst • Aditya Mahindra May 2017 - Jul 2017

- Conducted rigorous analysis, market research, and data-driven insights to gain a deep understanding of the automotive industry.
- Developed valuable practical skills as a Sales Analyst during a transformative four-month internship at Aditya Mahindra Automobiles.
- Immersed me in the intricate workings of the automotive sector, paving the way for continued growth in the field.
- Equipped with a profound understanding of the dynamics within the automotive industry through hands-on experience.

WORK EXPERIENCE

Fincrim Analyst Support Specialist • Revolut Nov 2023 – Present

- Worked on financial crime analysis, payments, and chargebacks, ensuring the smooth operation of financial transactions.
- Provided outstanding customer service to millions of users, ensuring their security while using Revolut's services.
- Handled customer inquiries via in-app live chat, phone, and email, delivering "WOW" levels of service to a global customer base.
- Always represented Revolut online, maintaining the company's reputation and image.
- Collaborated with international teams to tackle customer issues, acting as a fast problem solver rather than a script reader.
- Participated in a diverse and inclusive work environment, contributing to the company's mission of building a global financial super app.

Senior Technical Support Officer • Tech Mahindra Nov 2021 - Mar 2022

- Demonstrated expertise in defusing tense situations with angry clients, consistently maintaining a composed and calm demeanor.
- Exemplified a deep commitment to providing exceptional customer service and assisting others.
- Exhibited adaptability and flexibility, successfully managing multiple tasks and responsibilities while still delivering high-quality work.
- Showcased exceptional typing abilities, achieving a typing speed of 50 words per minute with a focus on accuracy.
- Proficiently navigated multiple web applications simultaneously, maximizing efficiency and productivity.
- Self-motivated and highly organized, consistently displaying excellent time management skills.
- Leveraged strong interpersonal skills to establish connections and empathize with individuals from diverse backgrounds and personalities.
- Demonstrated outstanding leadership abilities, effectively resolving conflicts within the team.
- Collaborated seamlessly with colleagues as a valuable team player, while also excelling as an independent worker.

Chat Sales Associate • TTEC INDIA Dec 2018 - Nov 2021

- Demonstrated expertise in analyzing customer needs and providing appropriate product and service recommendations, resulting in increased sales and customer satisfaction.
- Successfully handled inbound chat interactions from potential new customers and existing customers, resulting in a high conversion rate and increased revenue.
- Proactively converted chat interactions and calls into sales by effectively educating and upselling products and services, contributing to overall sales growth.
- Consistently met quality, efficiency, attendance, and sales and revenue goals, showcasing a strong commitment to achieving targets and maintaining high-performance standards.
- Skillfully addressed and resolved technical and business objections of prospective customers, ensuring a smooth sales process, and overcoming barriers to purchase.
- Utilized various sources such as Internet websites and internal tools to consult with customers and identify tailored solutions that positively impact their business.
- Effectively managed challenging customer situations, diffusing conflicts and finding mutually beneficial resolutions, thereby maintaining a high level of customer satisfaction, and protecting the company's interests.

SKILLS

- Skilled to de-escalate irate clients. Ability to maintain a calm and composed manner when dealing with potentially explosive client situations.
- Passionate about customer service and helping others.
- Adaptable and flexible. ability to multitask, able to handle multiple duties and responsibilities without sacrificing the quality of work.
- Exceptional typing skills with 80 wpm and typing with accuracy.
- Ability to navigate through several web applications simultaneously.
- Self-motivated with a good work ethic, organized with proven time management skills.
- Strong interpersonal skills, with the ability to relate and empathize with people of varying personalities and from all walks of life.
- Excellent leadership skills, with a unique talent for handling and resolving conflicts within the team.
- Great team player and excellent independent worker.

TECHNICAL SKILLS

Operating system	Windows Server, Citrix, MAC OS, Ubuntu
Tools	Nuance, Optix, Salesforce, Leadsquared, Bigin, Live-Engage, LivePerson, Mercury, MS Office (Word, MS Excel, MS PowerPoint).

ROLES AND RESPONSIBILITIES

- Chat with multiple potential customers at the same time, selling via web chat, answering questions, understanding the needs of the customer, and then closing the deal.
- Interact with prospects who have connected with the website.
- Set the groundwork for building long-term customer relationships • Going the extra mile to deliver above-and-beyond customer service over chat.
- proposing ideas to streamline processes, and better serve our customers.
- Maintaining awareness of the availability of all products and services in the company so that every opportunity to meet our customers' needs is taken into consideration.
- Actively supporting company policy and best practices in security, with special emphasis on the protection of sensitive customer information.
- Using knowledge gained in coaching, training sessions, and one-on- one meetings positively in all customer interactions.
- Providing feedback on customer reactions and program improvements.
- Assisting with the training and development of new team members

Achievements and Awards

Top quarterly performer award • TTEC India April to June 2021

I attained the prestigious Top Quarterly Performer Award at TTEC India, recognizing my outstanding achievements and substantial contributions. Personally conferred upon me by our esteemed CEO, this distinction underscores my unwavering commitment to excellence within the organization and affirms my consistent delivery of exceptional results.

Best Performer Award • TTEC India March 2019-April 2020

- Achieved the prestigious Best Performer Award at TTEC India, 2019-2020, recognizing exceptional contributions and outstanding performance.
- Recognized by the CEO for unwavering dedication and exceptional achievements within the company.
- Demonstrated commitment to excellence and motivated to continuously strive for career success.

Personal Information

- **Father's Name:** Rankanath Sahoo
- **Mother's Name:** Sanjukta Sahoo Marital Status: Single
- **Gender:** Male
- **DOB:** 13th September 1996
- **Languages known:** English, Hindi, and Odia

DECLARATION

I hereby declare that the above information is correct to the best of my knowledge and belief.

Date:
Place

