

SHIVAM KUMAR CHANDEL

✉ Shivam98788@gmail.com

☎ 9354590760

📍 A-54, Mohan Garden, Shakti Vihar, Uttam Nagar, 110059, New Delhi, India.

OBJECTIVE

I'm a MA in psychology with an exceptional customer handling and communicational skills. Confident and fluent in multitasking for every customer oriented service. Looking for a stable opportunity where i can use my qualifications and skills for the betterment of any respective and for personal growth.

EXPERIENCE

June 2019 -
September
2019

Passport Submission Officer

VFS Global Services

- 1- Responsible for visa application submission.
- 2- First point of contact for the visa application.
- 3- Submission of visa application and passport submission to the embassy.

October
2019 -
January
2021

Team Leader Expedia

IGT Solutions

- 1- International voice process helping employees with their queries and managing regular floor supervision.
- 2- Managing calls and work done by the team.

January
2023 - April
2023

Identification and Verification Analyst

Revolut

(Contractual Remote Position)

1. Identifying the global documents for ekyc.
2. Fraud analysis of the documents with inbuild CRM.

September
2023 - May
2024

Sales Representative

Prestige Holidays Resort LLP

(Giving presentation to the walking family/Couple)

1. Negotiating the final price.
2. Making them aware about the importance of holidays and family in holidays.
3. Covering their dream destinations a pinch of reality(Sizzle) for making them believe that they can.
4. Selling of membership which starts from 5.3lakhs upto 11lakhs.

EDUCATION

2021-2022

Master of Arts In Psychology

Kalinga University Raipur

70%

2017-2020

Bachelor's of Arts

Swami Vivekanand Subharti University

66%

SKILLS

1- Able to work under minimum supervision 2- Excellent organising, planning and problem solving abilities. 3- Excellent negotiation and analytical skills. 4-Focused, energetic and optimistic. 5- Teamplayer.

LANGUAGES

English, Hindi, Punjabi, Garhwali.

