

SAURABH CHANDRAN

OBJECTIVE

I wish to make myself a good employee by performing and delivering to the best of my ability. I have worked at different levels and in different industries and have developed myself and enhance my skills to meet organizational goals and objectives. Proven ability in developing trust and working well with people of all levels. Enjoy working in a diversified, fast paced, and challenging working environment.

EXPERIENCE

Sr. Customer Service Executive

Nov. 2022 - Present

Gowrie Healthcare Private Ltd.

Vadodara, Gujarat

I got a better opportunity to work with UK based pharmaceutical company as senior customer service executive. New area of work, role and responsibilities.

Accounts Receivable Specialist

Mar. 2021 – Nov. 2022*

Vivazperk Business Services

Vadodara, Gujarat

I joined Vivazperk as it is different than all the previous profiles. My role is to follow up with debtors and facilitate smooth and timely payments. I am thankful to Vivazperk Business Services management for accepting me back after a 3 month break due to Covid-19 urgency within family.

Note: I had to take break from work as my father was diagnosed with Covid19 while visiting Kerala.

Eligibility & Verification Executive Healthcare-RCM

Nov. 2018 – Mar. 2021

Healthcare Informatics

Vadodara, Gujarat

I managed the eligibility and verification of the Dental & Health insurance for clients assigned to me.

Sr. Talent Acquisition Specialist

July 2018 – Oct. 2018

Enlightenment99

Vadodara, Gujarat

I was part of a team which hunts out probable candidates based on requirements of Enlightenment99 clients for various positions in various sections of medical industry.

Customer Service Executive

Sept. 2016 – July 2018

Office Beacon

Vadodara, Gujarat

I was involved more in troubleshooting issues related to quality and quantity of services clients received. I have managed 3-4 clients with multiple teams and total strength of 10 to 12 members. I had to plan and execute process changes as required to fulfil our commitment and sustenance of client relationship.

COORDINATOR (Events & Camps)

Aug. 2013 – Aug. 2016

Chinmaya International Foundation

Ernakulam, Kerala

Chinmaya International Foundation is the research wing of Chinmaya Mission for Advanced Sanskrit and Indology. It is also the ancestral & maternal house and birthplace of Jagadguru Shri Adi Shankaracharya. I was involved in managing camp activities, Study courses, webinars and other administrative.

As part of camp activities: I was involved in planning accommodation, venue, and requirements of faculty members of the camps.

As part of Study courses: I was involved in managing students course records and course related communication.

As part of Webinars: I was involved in various regular study webinars and philosophical webinars conducted within the campus.

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EXPERIENCE

TV CONTENT ANALYST

Sept. 2009 – Dec. 2012*

TAM Media research

Vadodara, Gujarat

I worked with TAM Media Research as a TV Content Analyst. My profile at TAM Media Research was different than previous profiles. I analyzed the content telecasted on Indian news channels. TAM Media Research is the only company which is presently doing research in this field. Every day was different as the contents telecasted were different depending on the occurrence of events in India and other parts of the world. Working with TAM Media Research was learning at every step.

Note: I had taken year break from this organization to be part of a Youth Empowerment program conducted by Chinmaya Mission in Kolvan, Pune. This was from May 2011 to May 2012.

CUSTOMER SERVICE ASSOCIATE

June 2008 – May 2009

Minacs BPO

Vadodara, Gujarat

I worked with Minacs as Customer Service Representative. We were given good product training. My skills were put to test at Minacs as the customer wanted immediate resolution without any delay. The hindrance we face where more of technical than human error which made our job even tougher. So, working with Minacs was like finding different methods to convince customers.

CUSTOMER SERVICE ASSOCIATE

October 2006 – April 2007

Aegis BPO

Vadodara, Gujarat

I worked with Aegis as a Customer Service Representative. The customers I handled were of telecom industry that used the Mobile network of a service provider. We had to assist customers on call. Their queries were of different nature at every call. I had a good manager who taught us 'soft skills' on call which was an important aspect I learnt working with Aegis.

ACADEMIA

HSC MK High School 2004-2005

Gujarat State Education Board

SSC MK High School 2002-2003

Gujarat State Education Board

LANGUAGES SKILLS

ENGLISH, HINDI, GUJARATI & MALAYALAM

IT SKILLS

Intermediate in using MS OFFICE & INTERNET

HOBBIES

Travelling & Music

CONTACT INFORMATION

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