

Anurag Rajendra Singh



H/104 Gokul Village Shanti Park Mira Road (East),
Mumbai, Maharashtra 401107
| (H)-02228129898 | (C) +91 9833784215 | anuragsin7@gmail.com

Professional Summary

As an experienced senior customer service and sales executive my customer service abilities could help your company achieve its goals and my excellent communication skills will help to attract and retain high profile clients. Active and potential clients will be impressed with innovative product presentations, allowing long-lasting relationships to be formed. Customer Service Professional seeking a management role. skilled in training staff and establishing rapport with clients. self-motivated with exceptional communication and computer capabilities.

Skills

- Technical Skills
- Networking ,Hardware
- Word Processing and publication
- Operating Systems -Microsoft Windows 98 to Windows 7 and Mac OS
- Presentation - Microsoft PPT, Word and Excel
- Email- Lotus Notes , all Email Clients
- PP Personal Skills
- Customer Service
- Technology Savvy
- Goal Orientation
- Merchandizing
- Up - Selling Techniques
- Ability to listen and follow instructions
- Ability to priorities work and work well under pressure
- Product Knowledge
- General Knowledge
- Customer service-oriented
- Retail merchandising specialist
- Cash register familiarity
- Sales experience
- POS software expert
- Data entry

Personal Information

D.O.B : 23rd March 1985
Passport no. : M4172734
Skype id. : anurag5345

Work History

Intelenet Global Services LTD.

Sr. CSA (Barclays Bank Essential Banking)

Feb 2018 –

- Greeted customers in a timely fashion while quickly determining their needs.
- Entered details such as payments, account information and call logs into the computer system.
- Ensured High Risk Transactions with Proper Security Verification.
- Built relationships with customers to increase likelihood of repeat business.
- Worked on Tools Based on SAP and Citrix.

Senior Sales and Customer Service officer

Dec 2013 – Sept 2015

Airtel Mumbai

- Greeted customers in a timely fashion while quickly determining their needs.
- Administer and ensure compliance to all sale objectives.
- Manage selling of various products in professional manner.
- Ensure optimal utilization of all sales tools and resources.
- Documents and maintain all records of sales activities and provide updates as per requirement
- Contacted other store locations to determine merchandise availability.
- Prioritized helping customers over completing other routine tasks in the store.
- Built relationships with customers to increase likelihood of repeat business.

Customer Service and Technical Support officer
CONVERGYS - OPTUS MUMBAI

Mar 2012 -Sep 2013

- Effectively managed a high-volume of inbound and outbound customer calls. Answered a constant flow of customer calls with up to calls in queue per minute.
- Addressed and resolved customer product complaints empathetically and professionally.
- Gathered and verified all required customer information for tracking purposes.
- Defused volatile customer situations calmly and courteously.
- Accurately documented, researched and resolved customer service issues.

DELL Computers - Sales and Technical Support officer
Sitel India Pvt Ltd MUMBAI

Jan 2010 - Feb 2012

- Effectively managed a high-volume of inbound and outbound customer calls.
- Answered a constant flow of customer calls with up to calls in queue per minute.
- Addressed and resolved customer product complaints empathetically and professionally.
- Gathered and verified all required customer information for tracking purposes.
- Accurately documented, researched and resolved customer service issues.
- Evaluated consumer reports on a monthly basis.
- Conducted performance reviews for all Customer Service Representatives to reduce resolution time and improve customer satisfaction rates.
- Analyzed call volume and average call time to monitor Customer Service Representative performance and productivity.

Subject Matter Expert and Upselling
Stream Global Services HP Computers MUMBAI

Jun 2008 - Nov 2009

- Effectively managed a high-volume of inbound and outbound customer calls.
- Addressed and resolved customer product complaints empathetically and professionally.
- Accurately documented, researched and resolved customer service issues.
- Evaluated consumer reports on a monthly basis.
- Identified chronic customer issues by creating and maintaining customer complaint log.
- Referred unresolved customer grievances to designated departments for further investigation.
- Resolved service, pricing and technical problems for customers by asking clear and specific questions.
- Conducted performance reviews for all Customer Service Representatives to reduce resolution time and improve customer satisfaction rates.
- Conducted performance reviews for all Customer Service Representatives to reduce resolution time and improve customer satisfaction rates.

SYMANTEC - Support Executive
SUTHERLAND GLOBAL SERVICES

Oct 2007 - Jun 2008

- Effectively managed a high-volume of inbound and outbound customer calls.
- Addressed and resolved customer product complaints empathetically and professionally.
- Accurately documented, researched and resolved customer service issues.
- Evaluated consumer reports on a monthly basis.
- Identified chronic customer issues by creating and maintaining customer complaint log.
- Referred unresolved customer grievances to designated departments for further investigation.
- Managed high call volume with tact and professionalism.
- Oversaw call center employees to ensure customer satisfaction goals were consistently met.

Event Coordinator

Aug 2003 - Apr 2007

IDEAS and MORE Mumbai

- Meet with Clients
- Arrange Supplies and Services
- Coordinate Event Activities
- Manage Finances

Education

Bachelor of Commerce: 2008

CHHATRAPATI SHAHU JI MAHARAJ UNIVERSITY KANPUR

HSC: Science 2003

Thakur College of Science and Commerce MUMBAI

SSC: 2001

N.H. English Academy

Additional Information

Personal Interests

- Music
- Gadgets and Computers
- Debates
- Traveling
- Books

(Anurag Rajendra Singh)