
GAJANAN RAMAKRISHNA BHAT

Contact No : 9008441626 / 7892881793

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Address: JP Nagar 6th Phase, Bangalore-560078

CAREER OBJECTIVE

I am looking for an organization that will appreciate and draw on my skills, creativity and hard work and will create avenues for my personal and professional growth.

PROFESSIONAL SUMMARY

- Overall 18 months of experience as a Sr.Representative operations. Key strength is verbal and written communication and interaction with the customers.
- Responsible for interacting with the customers and solving their queries.
- Maintaining the records of customer interactions and follow up with the clients.

PROFESSIONAL EXPERIENCE

Concentrix - Bangalore, Karnataka

Sr. Representative Operations: - August 31st 2020 – Present

- A tier 2 chat advisor, responsible for answering and resolving advanced product questions received from the customers.
- Responsible for ensuring resolution in a timely manner, meeting average handle time requirements for the program, while maintaining the highest standards of quality and ensuring complete customer satisfaction with every interaction
- Responsible to provide suggestions and options to the customer based on their needs. This involves up selling features/products to help the customers as much as possible.
- Developed highly empathetic client relationship and earned a reputation for exceeding a service standard goal.
- Met all customer interaction guideline including service level, handle time and productivity.
- Maintained up to date knowledge of products and service changes.
- Adhered all confidentially requirement at all time.
- Investigated and resolved customer inquiries and complaints an empathetic manner.

Avana Electrosystems Pvt Ltd. - Bangalore, KA.

- Involved in handling incoming questions from the clients, related to current and voltage relays and resolving the queries.
- Resolved issues from customer reviews and took appropriate actions accordingly.
- Provided feedback of the customers to the management for improving the services.
- Overcame client objections/rejections to company products and convinced them.
- Provided feedback of the customers to the concerned departments and authorities so as to improve the service.

SKILLS

- Good problem solving skills
- Good communication and Team player
- Operating system:Windows/XP,Linux,Ubuntu
- Microsoft Excel, Microsoft Word, Power Point

EDUCATION

BE in Electronics and Communication Engineering from MITE(Mangalore Institute of Technology and Engineering) affiliated to Visvesvaraya Technological University(VTU) graduate in 2017.

Intermediate (XII) Alva's Pre-University College, Moodbidri under Karnataka Pre-University Board of Education.

SSLC (X) Saraswathi Vidya Kendra,Kumta under Karnataka Pre-University Board of Education.

PERSONAL INFORMATION

Name : Gajanan.Ramakrishna.Bhat
Address : JP Nagar 6th Phase Bangalore -560078
Date of Birth : 31/08/1993
Phone : 9008441626
Languages Known : Kannada, English and Hindi.

Declaration:

I hereby declare that all the information mentioned above is true and best of my Knowledge.

BANGALORE

Gajanan Bhat