

# Manoranjana Lal Gupta

Sanctoria Bazaz Near Diamond Club  
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## CAREER OBJECTIVE

Attentive Customer Service Representative with more than 6 years of experience in achieving customer service satisfaction and customer retention goals. Independent and dedicated team player seeking a role offering increased responsibility. Results-oriented customer service professional who excels at uncovering customer needs, finding solutions and handling objections. Top performer with a consistent track record of meeting and exceeding goals.

### Key Strengths

- Strong Team Building & Team Management Skills
- Expertise in Payments Fin-Tech sector & eCommerce.
- Enjoy assisting Clients – Effectively communicating and solve technical issues
- Team player – Passion for learning/sharing knowledge and troubleshooting.
- Ability to communicate and make appropriate decisions in a concise manner.
- Highly motivated with a high-level of patience

## EDUCATION

**Class 10th**, Matriculated, February 2010

De Nobili School

ICSE – Dhanbad, Jharkhand

Marks 74%, Division I

**Science, Class 12th**, Completed, March 2012

BSK College

Jharkhand Board – Dhanbad, Jharkhand

Marks 62%, Division II

**Electronic and Communication, Bachelor of Engineering / Bachelor of Technology**, Graduated, July 2016

Corporate Institute of Science and Technology

RGPV – Bhopal, Madhya Pradesh

Marks 74%, Division I

## WORK EXPERIENCE

May 2017 - February 2019

**Customer Support**

PhonePe Private Limited

Bangalore

Karnataka

- Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
- Communicated effectively with groups of customers and employees to recommend solution to common problems.
- Communicated and interacted effectively with multi-functional and diverse backgrounds.
- Handled teams across team vendor partners and Inhouse team aligned to Cashback,Recharge,Bill payment,Phone Pe Gold,In app Merchants,Externals.
- Proactively identified and solved problems that impacted management and business direction.
- Reduced process gaps while training new hires on products, software, operational best practices.

April 2019 - Current

Bangalore

## Risk Analyst

Karnataka

PayPal India Private limited

- As an Analyst, I was an escalation point of contact for teammates when they are faced with challenging customer contacts. Provide continuous coaching and assistance to teammates within the business department.
- Provide feedback to management regarding necessary changes and updates, including product related policies and procedures and customer care issues.
- Proactively communicate with operational support department in identifying and resolving issues.
- Mentoring new hires upon successful certification.
- Ability to learn, adapt and embrace new software technologies, policies, processes and procedures.
- Strong working knowledge of external system, PC based internet and software applications( Microsoft Office- Outlook, Word,and Excel)

## SKILLS

- Excel
- Sql
- HTML (Basic)
- VBA

## DECLARATION

I, Manoranjan Lal Gupta, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Manoranjan Lal Gupta

Bangalore, Karnataka