

PALASH NAGORI

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92,Chirag Complex
Nokha Road, Sector-4
Udaipur-313002(Raj.)

CAREER OBJECTIVE:

Young graduate with sound technical knowledge, communication and leadership skill. Seeking job in your prestigious company that offers a positive atmosphere to learn and grow with new skills and technologies for betterment of the organization.

ACADEMIC PROFILE:

Qualification	Institute Name	University /Board	Year of Passing	Percentage
B.TECH.(MECH)	CTAE, Udaipur (RAJ.)	MPUAT,Udaipur	2021	57.10%
CLASS XII	MDS SR.SEC. SCHOOL, Udaipur	CBSE	2017	70%
CLASS X	MDS SR.SEC. SCHOOL, Udaipur	CBSE	2015	95%

EXPERIENCE:

- Currently working in KPO/BPO company in International voice process(email and calls inbound support).
- 1.5 year experience as a Client success specialist in Email Inbound Support for **Indeed**.
- 1 year experience in Voice and Live chat process for **Indeed**.
- 1.5 year experience with working on Salesforce and Zendesk.

KEY RESPONSIBILITIES:

- Training the new employees in the Client success support division.
- Managing the team target as well as individual target of team members.
- Monitoring emails to ensure positive customer experience and provide direct feedback on observed performance.
- Storing the information according to the process by maintaining Quality and CSAT of the team

TECHNICAL SKILLS:

- Computer proficiency
- Verbal communication
- Fast and accurate typing speeds
- Leadership
- Extensive knowledge of respective industry
- Multilingualism