



# PANKUSH BATRA

## My Contact

pankushbatra09@gmail.com

+971502158857

Flat-101,1st Floor Al Fardan  
Building Near Kfc Meena Bazar  
Bur Dubai, Dubai, UAE

## Skills

- Observation
- Decision making
- Communication
- Multi-tasking
- Payroll processing
- Cash Handling
- Interpersonal skills

## Education Background

- Vinayaka Mission Sikkim University  
Gangtok,Sikkim,India  
*Bachelor of Arts*  
Completed in 2018
- National Institute School  
Kapurthala,Punjab,India  
*12th (Arts)*  
Completed in 2015
- CBSE  
Kapurthala,Punjab,India  
*10th*  
Completed in 2013

## Personal Details

- Date Of Birth : 9th May,1996
- Languages Known : English,Hindi,Punjabi
- Martial Status : Single
- Nationality : Indian

## About Me

Dynamic professional with extensive experience in telesales, customer care, and supervisory roles within distribution. Proven track record in driving sales growth, enhancing customer satisfaction, and leading teams to achieve operational excellence. Adept at implementing strategies to improve service efficiency and foster strong client relationships.

## Professional Experience

### GOPAL ORGCHEM. PVT. LTD.

2018 - 2021

107 A Main Road Tehkhand, Okhla Inds. Area Ph-1 Delhi-110020,India

#### *Supervisor In Distribution*

As a Supervisor of Distribution in the fabric chemical industry, I will oversee the distribution operations, ensuring efficient delivery of chemical products to customers. This role combines leadership, logistics management, and compliance oversight to meet safety and quality standards.

### EPIC SOLUTIONS

2021 - 2023

#### *TeleSales Agent*

As a telesales agent with the client name Byju's plays a crucial role in facilitating student enrollment and promoting the company's educational products and services. This position involves engaging with prospective students and their parents over the phone to understand their educational needs and demonstrating how Byju's offerings can meet those needs.

#### Key responsibilities:

- Interpersonal skills
- Sales Proficiency
- Product Knowledge
- Customer Engagement
- Data Management

### IENERGIZER

2023-2024

Sector-60 noida, Uttar pradesh,201301,India

#### *Customer Care Senior Executive*

Dedicated and customer-focused professional seeking a Customer Care role at Airtel Broadband. Leveraging extensive experience in customer support, strong communication skills, and a problem-solving mindset to enhance customer satisfaction and resolve issues effectively.

#### Key responsibilities:

- Customer Service Excellence
- Technical Knowledge
- Problem Solving
- Multitasking Abilities
- Team Collaboration