



SURYA PRATAP SINGH

PROFILE

I am a results-driven professional with one year of experience managing operational processes and delivering exceptional customer support. My proven ability to enhance efficiency, improve accuracy, and exceed customer expectations makes me a valuable asset to any team. Committed to continuous learning and professional growth, I stay current with industry trends and best practices. I am seeking a challenging role where I can apply my expertise to drive the success of a dynamic organization.

EDUCATION

SENIOR SECONDARY (CBSE)

May 2016 - April 2018

- Govt Boys Senior Secondary School No 2, Kalkaji, New Delhi

GRADUATION (UNIVERSITY OF DELHI)

Aug 2018 - Feb 2022

- Zakir Husain Delhi College, Jawaharlal Nehru Marg, New Delhi

WORK EXPERIENCE

CONCENTRIX DAKSH SERVICES INDIA PRIVATE LIMITED

Nov 2023 - Nov 2024

Operations Representative

- Expertise in managing client interactions with professionalism to ensure satisfaction and build lasting relationships.
- Skilled in resolving inquiries, addressing issues efficiently, and providing tailored solutions.
- Strong focus on balancing customer priorities with operational goals to deliver exceptional service.
- Committed to driving organizational success through a seamless customer experience.

REFERENCE

Prabhash Kumar Kunwar

Concentrix/ Senior SME

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SOFT SKILLS

- Teamwork and Collaboration
- Time Management
- Effective Communication
- Critical Thinking
- Empathy
- Problem Solving

HARD SKILLS

- Customer Relationship Management (CRM) software
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Google Workspace (Docs, Sheets, Gmail)

LANGUAGES

- English
- Hindi