

# Pankaj Thakur

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## Summary

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Actively seeking a customer position where I can optimise my problem solving and organizational skills to contribute to increased customer satisfaction. To work and succeed in a stimulating and challenging environment, building the success of the company while I experience advancement opportunities.

## Experience

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### Policy Bazaar | Gurgaon

#### Associate Sales Consultant | 10/2023 - 02/2024

Assisting customer in sale of a range of financial product on call. Create compelling sales pitches. Reach out to potential clients to inform them about our product and services. Describe products and explain their benefits and uses to potential customer.

### KocharTech | Kolkata

#### Customer Service Representative | 10/2021 - 07/2023

Customer Service Representative at Kochar Infotech, India (2021-10 - 2023-07): As a Customer Support service at Kochar Infotech, I was responsible for providing customer support services to clients while ensuring the satisfaction of their needs. My work consisted of responding to customer inquiries and providing effective solutions to customer issues. During my two year tenure, I was able to successfully resolve multiple customer queries and complaints which improved client satisfaction rate.

## Skills

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Problem-Solving Abilities, Multi-Task Management, Active Listening

## Education

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### PC collage | Buxar

#### BSC | 03/2019

60%

### PC Collage | Buxar

#### Senior Secondary | 04/2016

62%

### Cambridge sr sec school | Buxar

#### Higher Secondary | 04/2014

82%

## Languages

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Hindi, English

## Hobbies

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Riding Bike and Reading Books