### GAURAV MALHOTRA

# [Gauravmalhotra622@gmail.com](mailto:Gauravmalhotra622@gmail.com%20) ; 9650616176

# Plot no 12 2nd floor Gurunanak vihar, Chander Vihar Delhi 110041

**Customer Success– Cashify**

**Current Job Portfolio: Customer Success**

# To work sincerely and honestly to the best of my ability and potential to contribute to overall growth of the organization in order to excel in the performance , Desire a position with career growth potential.

C**AREER** P **ROGRESSION-** P **ATH**

|  |  |  |  |
| --- | --- | --- | --- |
| Duration | Organization | Functional Designation | HR-grade |
| Oct23 to April 24 | Cashify | Customer Success | Customer success |
| Nov22 to July 23 | Bureau Veritas | Help Desk Analyst | Analyst |
| May21 to Oct22 | Cashify | Customer Success | Executive |
| Mar20 to May21 | Startek | Sr. Executive | Sr. Executive |

P**ROFESSIONAL** E**XPERIENCE** & S**IGNIFICANT** A**CHIEVEMENTS**

# Oct 23 to April 24

# Customer Sucess- Gurgaon (Oct 23 to Till now)

# I re-joined the company, and my duties have changed. I am now in charge of Whatsapp escalations, email drafts, website chats, and acting group leader duties such maintaining the AHT, answering supervisor calls, and assisting on the floor.

# Nov22 to July23

# Analyst - Noida (Nov 22 to July23)

# As a help desk analyst, my responsibilities included fixing computer systems, serving as the first point of contact for staff members calling or emailing for technical assistance, and recommending solutions to other employees of the organization. Additional duties included making distribution lists and working with Outlook, Office365, shared mailboxes, and the establishment of guest accounts.

# May 21 to Oct 22

# Executive - Gurgaon (May 2021 to Oct22)

# Cashify is a re-commerce startup that sells and repairs refurbished phones, smartwatches, smart TVs, and DSLR cameras. I joined as an Executive. In customer service, I used to talk with customers across India, answering questions about their orders, whether they were for purchase, sale, or repair. So we answer queries through chat and sometimes call customers to discuss their concerns.

# Mar 20 to May 21 Startek

# Sr. Executive - Gurgaon (Mar 2020 to May 21)

# Previously, I was a member of the Airtel Fixedline Retention team, where I handled customer inquiries about Airtel broadband services and convincing them to stay with Airtel. We then retained customers over the phone to provide resolutions and the best offers and change their plans based on the customer's needs. Sometimes we need to go to the customer's residence with the team to keep them with Airtel. After that, I was given the opportunity to work in the Airtel national escalation team, where we handled Pan India escalation coordination with the corresponding team.

# EDUCATIONAL BACKGROUND & PERSONAL INFORMATION

# Govt boys Senior Sec School Roopnagar , Delhi, India ( 2012 to 2013) 10th Standard

# Patrachar vidyalaya Shalimar bagh , Delhi, India (2013 to 2014) 12th Standard.

# B.com graduate from Delhi University

# Permanent Address : Plot no 12 2nd floor Gurunanak vihar, Chander Vihar Delhi 110041

# Date of Birth : 01/12/1996

# Marital Status : Unmarried

# Father Name : Mr. Prem Chand

# REFERENCE CHECK

# Ms Swati Raghav – AM Quality – Startek

# Mr Sumit Chandel – Deputy Manager – Cashify

# Mr Gaurav Gera – Trainer – Traveloacademy

# Mr Ayush Khanna - ISM Identity - Bureau veritas

# Regards

# Gaurav Malhotra