

HARSH VARDHAN

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Objective

Take charge professional delivering executive support and team leadership to business operations. Dependable and detail oriented to manage multiple tasks and priorities. Broad experience includes office management, accounting, accounts receivable, Invoicing, dispatching, database management, vendor negotiations and contract management. Recognized for exemplary customer service and team collaboration, Business-minded professional tackling any job task with gusto and precision, Determined Front Office Supervisor delivering exceptional service and responding to questions and inquiries quickly, Demonstrates positive attitude and readiness to adapt to different situations.

Experience

Planet spark innovation pvt ltd., Gurgaon, India

01/2022-31/2023

SR OPERATION EXECUTIVE

- Achieve daily, weekly, and monthly KPIs and deliver as per the KRA
- Achieve daily, weekly, and monthly targets.
- Led team in strategic executive-level planning.
- Answered questions from subordinate leadership on relevant regulations and policies.
- Conducted Independent analyses to resolve program deficiencies.
- Helped team to get new vertical with the performance.
- Achieve top performer for last three quarters.
- Delivered strategic input into business decisions and deals.

Extramarks education pvt ltd, Gurgaon, India

06/2020 - 05/2021

ASSISTANT MANAGER

- Organized schedules, workflows and shift coverage to meet expected business demands.
- Enforced company policies and procedures to strengthen operational standards across departments.
- Directed and led employees, supervising activities to drive productivity and efficiency.
- Secured revenue, accurately monitoring transactions and deposits to eliminate discrepancies.
- Led employee performance evaluations and rewarded top performers to retain quality personnel.

Infosys, Bangalore, India

12/2015 - 02/2019

CUSTOMER SERVICE SUBJECT MATTER EXPERT

- Answered incoming calls and emails, providing frontline customer support or assistance with product and service transactions.
- Answered inbound calls, chats and emails to facilitate
- Answered inbound calls, chats and emails to facilitate customer service.
- Demonstrated excellent communication skills in resolving product and consumer complaints.
- Developed strong customer relationships to encourage repeat business.
- De-escalated problematic customer concerns, maintaining a calm, friendly demeanor.
- Maintained knowledge of current promotions, exchange guidelines, payment policies, and security practices.
- Educated customers on special pricing opportunities and company offerings.
- Escalated customer concerns, issues, and requirements to supervisors for immediate rectification.
- Informed customers about billing procedures, processed payments, and provided payment options setup assistance.
- Used proven techniques to de-escalate angry customers during telephone Interactions.
- Improved customer service wait times to mitigate complaints.

TLC Saburi group. Gurgaon, India

06/2013 - 11/2015

SR SALES EXECUTIVE

- Expanded new business with the implementation of effective networking and sales strategies.
- Negotiated contract terms, conditions, and pricing for sales.
- Improved profitability and developed pipeline by leveraging multiple marketing channels and sales strategies.
- Nurtured customer relationships to elevate customer experiences and facilitate sales.
- Managed customer digital marketing strategies to meet quarterly client sales goals.
- Add Brought in new accounts valued at more than \$10,000



Education

Biju Patnaik University of Technology Bhubaneswar


06/2012

Bachelor of Science: Electrical And Electronics



Skills

- Process Improvement
- Relationship Building
- Profit Objectives

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- Strategic Planning
 - OKRs and KPIs
 - Employee Motivation
 - Mathematical Calculation and Reasoning
 - Cost Reduction
 - Operations Oversight
 - Recruitment and Hiring
 - Goal Setting
 - Sales Promotion
 - Assignment Delegation
 - Decision Making
 - Customer Service Management
 -  **Languages**
 - English Hindi