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| C:\Users\somya.jain\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\PU1DIAE2\20200521_142017.jpg**ANKUR GOEL**  **E-Mail: 2000ankurgoel@gmail.com | Phone: + 91 – 9899417174 || 9899417175**  **Over 8 years of experience**    **Location Preference: Delhi NCR** |
| **Profile Summary**   * A competent professional with **over 8 years** of experience in **Support,** **Client Relationship Management, Data Analysis, and PowerPoint Presentations.** * Skilled in **providing 24\*7 Support** in International Process. * Proficiency in **designing, formatting, and editing PowerPoint presentations**, word documents, and Excel charts for **assisting management in decision-making.** * Keen customer-centric approach with skills in addressing **client priorities and resolving escalations within prescribed TAT (turnaround time),** thereby attaining client delight and high compliance scores * Gained experience in **client servicing, process operations, Accounting, and experience of implementing procedures & service standards** for business excellence. * An effective communicator with **excellent analytical, interpersonal, organizational** & **mentoring skills**.   **Employment Details**  **March’2023 – Present Lynkit, New Delhi as Sr. Executive (Product Success)**  **Key Result Areas:**   * Handling two Major client accounts of the company, which include payment-related issues, device repair, and service-related issues resolution. * Coordinating with the internal partners and middle office teams for process improvement & updating the report logics. * Used to resolve the accounts-related issues, and changes in the existing invoices and new invoices. Also responsible for Demand generation, Cheque validation, Sales Order, Generation, Customer Master, and Debit & Credit Note creation. * Collection of payment dues. * Experience in using Zoho software.   **Current Project:**  **Account Management:** Handle 250 vendor accounts, addressing their live issues promptly.  **Data Management:** Generate and analyse reports to monitor performance and identify areas for improvement.  **Financial Management:** Ensure accurate invoice generation and manage payment-related concerns.  **Logistics Management:** Coordinate the logistics of new sales and repaired devices, managing their inbound and outbound flow.  **Customer Service:** Address service-related concerns and facilitate smooth communication between vendors and Flipkart Logistics.  **Client Interaction:** Visit client locations to understand their needs better and resolve payment-related issues in person.  **May’2021 – Dec’2022 Pickrr, Gurugram as Customer Success (Reconciliation Team)**  **Key Result Areas:**   * Handling Seller’s Disputes Issues for multiple courier (Bluedart, Ecom Express, Ekart, DTDC, SHadowfax, Xpressbees, Loadshare) * Co-ordinate with the respective **courier partners** for the resolution of the disputes raised by the clients. * Resolving the issue in the given timeline. * Tool used for the ticketing is Freshdesk. * Escalating on priority for new feature requirement and for the retention of the clients.   **Oct'17 – Jul'2020: RailYatri.in, Noida as Customer Feedback Specialist**  **Key Result Areas:**   * Preparing the reports on key business metrics and developing plans for assisting decision-making; acting as first contact between user & company and resolving the issues on Emails * Managing the customers complainant on services & applications by escalating the complainant to the concerned teams and resolving with the TAT * Mapping clients, identifying improvement areas & implementing measures to maximize satisfaction levels * Analysing data, monitoring publishing queue and negotiating on deadline of projects * Ensuring quality & timely delivery of escalations and coordinating with clients & support team on incidents * Used to work on ticketing tool Fresh desk for the existing and new issues.   **Jun'16 - Jul'17: Convergys, Gurugram as Technical Support Associate - USA Customers**  **Key Result Areas:**   * Offered 24\*7 support to the employees on-call and chat; provided the technical support to the USA customers by solving the service related issues * Resolved incidents, problems, and implemented best practices in change management * Performed systems backups, restore procedures, file replications and script management for servers * Ensured the goals of the Incident Management process are achieved; restored normal service as soon as possible based on customer perspective and within defined SLA * Detected, logged, categorized and prioritized incidents and provided initial incident support * Closed incidents after verification from users; defining and planning separate procedures for major incidents * Worked on CRM to generate the tickets and escalations, different billing software’s was also used to apply the changes   **Mar'15 - Apr'16: Snapdeal.com, Delhi as Customer Care Experience (CCE)**  **Key Result Areas:**   * Scheduled the appointments for the LMV (Last Mile Verification) for the customers * Managed the data compilation; successfully troubleshoot the problems * Followed with the vendors and ensured on-time resolution of the issues * Salesforce was used to generate the tickets and resolution was also provided through emails or calls   **Education**   * **2013:** BCA from KIIT College of IT & Management, Gurugram, MDU, Rohtak * **2010:** 12th from CBSE Board * **2008:** 10th from CBSE Board   **Other Course:**   * **2013:** CCNA Course from NIIT, Delhi   **Personal Details**  **Date of Birth:** 14th September 1992  **Languages Known:** English & Hindi  **Permanent Address:** F-129/6, 2nd Floor, Pandav Nagar, East Delhi-110091 |