

Deepak Gupta

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Career Objective

A dedicated and experienced customer service professional, currently pursuing a Bachelor of Commerce, seeking to utilize my skills in communication, email handling, chat support, and MS Excel in a challenging role. Eager to contribute to a dynamic team and assist in achieving organizational goals.

Work Experience

Jindal X — Customer Service Associate

Zupee Gaming Email Process

September 2023 – April 2024

- Managed and responded to customer queries through email, ensuring timely and accurate solutions.
- Assisted users of the Zupee Gaming platform with issues related to their accounts, payments, and general inquiries.
- Collaborated with the internal team to resolve escalated cases and improve customer satisfaction.

Silaris Information Private Limited — Telemarketing Executive

Max Life Insurance

December 2021 – September 2022

- Handled outbound calls and emails to promote Max Life Insurance products.
- Responded to customer inquiries and provided relevant product information.
- Managed client databases and maintained detailed records of customer interactions.

Education

School of Open Learning, Delhi University (SOL DU)

Bachelor of Commerce (B.Com) — Pursuing

Expected Completion: 2025

Rajindra Public School

12th, CBSE

Completed: 2021

Rajindra Public School

10th, CBSE

Completed: 2019

Key Skills

- Email Handling
- Customer Service & Communication
- Problem Solving
- Proficient in MS Excel (VLOOKUP, HLOOKUP, Conditional Formatting, Pivot Tables, Mail Merge)
- Database Management
- Team Collaboration

Interests

- Computing and exploring new things in the computer world
- Jogging and gym activities
- Listening to music

Additional Information

- **Date of Birth:** November 5, 2002
- **Father's Name:** Harish Gupta
- **Languages:** English, Hindi