

SURAJ SINGH NEGI

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DLF,Dilshad Plaza,Dilshad Ext-II,Ghaziabad ,UP-20100

BUSINESS OPERATIONS MANAGER

Motivated, organized, and detail-oriented Fresher Human Resources professional with strong communication skills seeking an opportunity to utilize expertise in onboarding, benefit packages, personnel management, recruitment, and employee relations to help an organization reach its full potential. Aim to build exceptional teams by leveraging a creative and data-driven approach to human resources initiatives.

STRENGTHS AND EXPERTISE

HR Policy Development and
Implementation
Business Development
Strategic Planning

Recruitment and Selection
Negotiation Skills
Onboarding and Orientation
MS Office

Team Leadership
Communication
Diversity and Inclusion
Application Tracking
System(ATS)

PROFESSIONAL EXPERIENCE

TECH MAHINDRA

2024 - Present

CUSTOMER CARE EXECUTIVE

Drove the organization to remarkable achievements, realizing an exceptional growth rate of years. Proactively identified solutions to enhance the sales team's capabilities.

Accomplishments:

- Provide exceptional support to customers through various channels, including phone, email, and live chat, handling an average of 50+ inquiries daily.
- Resolve customer complaints and issues efficiently, maintaining a 95% customer satisfaction rating.
- Collaborate with cross-functional teams to address product and service-related concerns, ensuring timely and accurate resolutions.
- Utilize CRM software to track and manage customer interactions, generate reports, and identify trends for process improvement.
- Conduct customer feedback surveys to gather insights and recommend enhancements to service processes.

SKODA EXCEL

Feb 2023-April 2024

CUSTOMER CARE EXECUTIVE

Accomplishments:

Drove the organization to remarkable achievements, realizing an exceptional growth rate of years. Proactively identified solutions to enhance the sales team's capabilities.

- Assisted customers with product inquiries, order processing, and troubleshooting, achieving a 90% first-call resolution rate.
 - Managed high-volume inbound and outbound calls, consistently meeting performance metrics and service level agreements.
 - Trained and mentored new team members, providing guidance on best practices and customer service techniques.
 - Developed and maintained strong relationships with customers, contributing to increased repeat business and referrals.
 - Participated in regular team meetings and training sessions to stay updated on product knowledge and service standards.
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EDUCATION

AMITY UNIVERSITY

Bachelor of Business Administration

ARYAN INSTITUTE OF TECHNOLOGY

Diploma in Mechanical Engineering