



Tushar Kant Panda

Product Support specialist

☎ 7983441206 ✉ tusharpanda305@gmail.com

PROFILE

Proven ability to provide excellent customer service and resolve customer complaints in a timely manner. Possesses strong problem-solving skills and the ability to multitask in a fast-paced environment. Aiming to leverage my abilities to successfully fill the Product Support role, Hard worker experienced in problem-solving, service and time management. Aiming to leverage my abilities to successfully.

EXPERTISE

- Project Management
- CRM
- Google Sheets
- MS Office
- Presentation

REWARD

Tech Vardhaan Pvt Ltd
Operation internship

Dignique techLabs
Project Management internship

LANGUAGES

ENGLISH

HINDI

ODIA

EXPERIENCE

Practo Technologies Pvt Ltd | Aug 2022- Present Product Support Specialist

- - As a Product Support Specialist am handling AHC and PMC request raised by our Corporate users/SPOCs.
- - Handling MIS creation and sharing it with the respective SPOC's of different corporate (how many orders completed for different corporate)
- - Handling Recon activities of revenue generated monthly and Annually,
- - Handling Annual Health Checkup Recon for different Vendors.
- - Handling CRM for Corporate Vertical which includes calling to the customers, receiving calls from customers and resolving their queries within the TAT.
- - Creation of Utilization dashboard for different corporate as per the request raised by respective Account Manager.
- - Involved in the backend activities of Account manager's team.
- - Updating multiple trackers on a daily basis.

EDUCATION

B.tech in Civil Engineering | 2018 - 2022
Biju Patnaik University of Technology, Rourkela

REFERENCE

Ashish S. Kumar

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