

Praveen Kumar

Email: Praveenraj714@gmail.com

Contact: +91-8271567522

Current Address: Chaitanya Apartment, Kapashera, Delhi 11097 .

Permanent Address: Ranchi , Jharkhand.

CAREER OBJECTIVE

To work in a challenging and dynamic environment and to keep value adding for the organization which I will serve and represent myself to contribute to the best of my abilities.

CORE COMPETENCIES

- DCA (Diploma in Computer Application)
- Account Management
- Well-versed with MS Excel & PowerPoint.
- Customer Handling & Relationship

EDUCATIONAL QUALIFICATION

Master in Commerce

- From NPU (Nilamber Pitamber University)
- Division 1st

PROFILE

An Experienced Customer Service professional with a proven track record of exceeding performance metrics and resolving inquiries for over three years. I have demonstrated the ability to add value by enhancing overall customer satisfaction through personalized interactions and solution-oriented approaches. I am committed to contributing to the success of the company through dedication, efficiency, and a positive team spirit.

EXPERIENCE

April 2023- Till

- **Sr. Advisor Team Mate**

At Taskus Gurgaon Haryana.

- Resolve customer inquiries via email, Chat and voice consistently exceeding targets selling client products plus handling miscellaneous customer service.
- Manage client relationships, take feedback and resolve any issues or conflicts.
- Interacted with clients in order to maintain a healthy business relationship.
- Establish expand and relationships with Clients based in the US , UK.
- Maintain a comprehensive understanding of products/services, policies, and procedures, providing accurate information to empower customers.

Feb2021-April 2023

- **Sr. Advisor Team Mate**

At Concentrix Daksh Services India Pvt. Ltd Ranchi

- Joined Concentrix as a Sr Advisor Representative from February 2021 where I am responsible for resolving customer's queries in international Chat, Mail and voice process.
- Engage with customers through various channels, addressing inquiries, providing assistance, and ensuring a positive experience.
- Serving as a vital communication link, customer support conveys information about products, services, and policies.

HOBBIES

- Reading Book.
- Listening music in leisure time.
- Morning Meditation for relaxing mind.

STRENGTH

- Honest & Responsible.
- Positive thinking & quick learner.
- Confident about my work.

PERSONAL DETAILS

I hereby declare that the above information is correct up to my knowledge the responsibility correctness of the above mention particular.

