



PUSHKAR SHARMA

📍 New Delhi, Delhi 110045

📞 9716950744

✉️ pushkarsharma01@yahoo.com

SUMMARY

Experienced and skillful Customer Service Agent providing high quality service to callers, working address and meet all needs. Adept at following communication scripts to properly handle various needs in a poised and professional manner. Works to keep and increase customer satisfaction with every contact of customer. Adept in general accounting and finance transactions. Dedicated to identifying customer needs and delivering effective solutions to all problems. Excellent time management skills combined with a superior knowledge of the customer service industry. Proven ability to establish and maintain excellent communication and relationships with clients. Committed to customer satisfaction and the protection of privacy and integrity.

SKILLS

- Ability to Multitask
- Adaptability
- Ability to Work in a Team
- Time Management
- Ability to Work Under Pressure

EXPERIENCE

SENIOR CUSTOMER REPRESENTATIVE, 10/2020 - 03/2024

Concentrix Daksh Pvt. Ltd, Gurgaon

- Worked to achieve high customer satisfaction rates by providing optimal customer service
- Adherence of Business process correctly
- Complete understanding of Que holding and line shortage
- Willing to learn and grow in competitive surroundings
- Maintain utmost discretion when dealing with sensitive topics.

EDUCATION AND TRAINING

University of Delhi, New Delhi, 06/2018

B.com

Graduated with bachelor in Commerce.

AICTE, 06/2015

Diploma in Computer Application

Govt. School Delhi, Delhi, 05/2015

10th and 12th

Completed Schooling in 2015.

DETAILS

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