

Nikhil Raj

TEAM LEADER

Profile

Passionate Dedicated team leader with the ability to effectively manage and achieve project goals, leveraging my complex understanding of systems and colleague's skills.

Employment History

Tele Sales Executive, JS Cards Services Pvt. Ltd., New Delhi

JANUARY2018 – JULY2019

- Utilized sales techniques and strategies to build customer relationships and close credit card sales.

Customer Care Executive, Om Innovations Pvt. Ltd., New Delhi

AUGUST2019 – MARCH2020

- Provided excellent customer service and resolved customer issues.

Tele Sales Executive, SVM Sales & Services Pvt. Ltd., NEW DELHI

APRIL2021 – JUNE2022

- Generating leads by building customer relationships and closing product sales.

Tracker, Impulz Prime Services (Samsung Service Centre), NEW DELHI

JULY2022 – SEPTEMBER2022

- Handled customer complaints calmly and professionally, resolving customer issues in a timely manner or assigning engineers for further repair.

Team leader, Impulz Prime Services (Samsung Service Centre), New Delhi

OCTOBER2022 – SEPTEMBER 2023

- Created an effective team culture and fostered collaboration to increase team morale and motivation.
- Evaluated team performance and provided constructive feedback to help team members improve.
- Assuring customer satisfaction and complaint closure.

Advisor II, Technical Support, Convergys India Services Private Limited , Gurugram, Haryana

OCTOBER2023 – PRESENT

- Assist customers, users, and clients with their technical issues and inquiries.
- Help customers by diagnosing and solving issues using their product and service expertise.

Education

Pursuing BCA, Amity University, Noida, UP

Class 12th Pass , NIOS , NEW DELHI

Class 10th Pass , SCAN SBV , New Delhi

Technical Skills

Excellence in Samsung CRM

Efficient and skillful in MS Office

Basic knowledge of HTML & PHP development

Advanced knowledge of Wordpress and other CMS

Details

Sagarpur,
New Delhi, 110046
India

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nikhilraj0724@gmail.com

DATE OF BIRTH

24 July 1997

Skills

Excellent Communication Skills

Effective Team Leader

Ability to Work Under Pressure

Time Management

Ability to Multitask

Languages

English

Hindi

Hobbies

Cooking

Computer Games

Reading

Travel

Learning languages