

ADITYA BHASKAR

CUSTOMER SUPPORT EXECUTIVE

CONTACT

9560798404

adityabhaskar64@gmail.com

B-54, Vipin garden Near Dwarka Mod

KEY SKILLS

SKILLS: Team player, Quick learner, problem solving, proactive

TOOLS: CRM software, LinkedIn, Google Docs

EDUCATION

B.A (Correspondence) | Delhi University | 2016

12TH | NIOS | 2012

10TH | NIOS | 2010

PERSONAL DETAILS

Date of Birth : 03rd October 1993

Marital Status : Married

Nationality : Indian

PROFILE

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

WORK EXPERIENCE

Process Associate

Ileads Auxiliary Services Pvt. Ltd.

July '23 - May '24

- Providing timely resolution to customer's query
- Resolving sales person's query over the call and more over the emails
- First response resolution
- Resolving same day arrival emails on priority
- Adhere to the company policy and maintaining SLA timeline
- Providing seamless experience to the customers by providing quick resolution
- Worked on domestic destination and holiday packages

Process Associate

Aquall, Lemon Tree Process

April '23 - June '23

- Handling customer's queries over emails
- Achieving daily targets
- First response resolution.
- Resolving same day arrival emails on priority

Sales Experience

ACR Woofers & Speakers | Krishna Polymer

Oct '10 - Jun '18

- Responsible for creating leads to enhance business
- Customer handling and managing
- Helping company to enhance customer base
- Managing order packaging and dispatch
- Procurement Management

Customer Sales Executive

Serco BPO, Gurgaon

Aug '12 - Nov'12

- Responsible for creating leads to enhance business
- Customer handling and managing
- Helping company to enhance customer base

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TO WHOM IT MAY CONCERN,

Hereby, I declare that the above information furnished by me is true to the best of my knowledge and belief. I assure you that if I am given an opportunity, I will execute my work to the fullest satisfaction of my superiors.

Date:

Place:
