

# RESUME

**SHUBHAM DESHWAL**

**MOBILE:7037943792**

**Email: shubhamdeshwal7332@gmail.com**

## OBJECTIVE

---

✦ To be part of a dynamic growth-oriented organization where performance is rewarded and have exposure for the development of the organization and myself.

---

## PROFESSIONAL EXPERIENCE

---

Worked with MEDANTA – THE MEDICITY as an assistant executive (I.P.D) (FEB 2023MAY 2024)

- ✦ Managing front desk operations including patient admission scheduling, insurance verification, ensuring smooth and efficient workflows.
- ✦ Keeping accurate records of patient admissions, transfers and other administrative activities.
- ✦ Building and maintaining positive relationships with customers.
- ✦ Identifying customer issues, addressing concerns promptly, and finding satisfactory solutions.
- ✦ Apart from managing the regular activities, preparation and submission of Reports is also the part of job.
- ✦ Providing training and support to new staff members, ensuring they understand hospital policies and procedures related to admissions.

## WORK EXPERIENCE IN TELEPERFORMANCE as a Customer Service Associate (May 2024 to current date)

- ✦ Maintain accurate CRM records, supporting seamless follow-up and contributing to team success.
  - ✦ Generated sales by effectively engaging with customers over the phone.
  - ✦ Managed customer relationships by providing tailored solutions and addressing client needs, leading to increased satisfaction and repeat business.
  - ✦ Conducted high-volume outbound calls to prospective clients, effectively product and services to drive sales.
- 

## EDUCATIONAL QUALIFICATIONS

- ✦ Bachelor of business administration (BBA) From Graphic Era Hill University Dehradun (60%) (2017-2020)
- ✦ CLASS XII from I.S.C Board 60% (2017)
- ✦ CLASS X from I.C.S.E Board 77% (2015)

## SKILLS

- ✦ Good verbal and written skills
  - ✦ Strong customer service skills to handle inquiries, resolve complaints, and ensure a positive experience.
  - ✦ Confident and resourceful with the willingness to learn new concepts and apply them successfully.
  - ✦ Quick-thinking and analytical skills to identify customer needs, address challenges, and propose effective solutions.
-

# STRENGTHS

- ✦ Dedication, reliability, and a proactive approach to tasks and responsibilities.
  - ✦ Efficient time management, prioritization, and the ability to handle multiple tasks simultaneously.
  - ✦ Cooperation, and the ability to work well with others to achieve common goals.
  - ✦ Dedication to understanding and meeting customer needs, delivering exceptional service, and building relationships.
- 

# HOBBIES

- ✦ Reading
  - ✦ Gaming
  - ✦ Travelling
  - ✦ Listening Music
- 

# PERSONAL INFORMATION

- ✦ Date of birth: 18th November 1999
- ✦ Gender: Male
- ✦ Marital Status: Single
- ✦ Language known: Hindi, English, Garhwali.
- ✦ Passion: Exploring new places and meeting new people.
- ✦ Address: Gali No 07 Suman Vihar, Babu gram Rishikesh 249202 S/O Mr. Ganesh Prasad

**I hereby declare that the above information is true and correct to the best of my knowledge and belief.**

**Place: Gurgaon**