

Work History		E-mail
2023-06 - Current	<b>Training Executive</b> Jarvis Technology And Strategy Consulting, Lucknow, India <ul style="list-style-type: none"> <li>Lead the design, development, and implementation of comprehensive training programs aimed at enhancing the skills and knowledge of Agents, Team Leaders (TL), Center Managers (CCM) and Operations Managers.</li> <li>Establish and Manage Samvaad Kendra centers in collaboration with Jarvis in strategic locations (UP/UK) from scratch.</li> <li>Extensive travel to diverse Lok Sabha constituencies for center setup and training in effective campaign strategies.</li> <li>Championed a culture of continuous learning throughout the organization through effective communication strategies and visible support from senior leadership.</li> </ul>	guptaadarsh8808@gmail.com
2022-07 - 2023-02	<b>Customer Service Executive</b> Teleperformance <ul style="list-style-type: none"> <li>Answered questions from customers by phone and email, offering company details and policy information as requested.</li> <li>Solved Customer raised ticket.</li> </ul>	
2020-10 - 2021-11	<b>Operations Executive</b> Flipkart Customer support <ul style="list-style-type: none"> <li>Managed Flipkart Seller's account with responsibility for sales, promotion &amp; ad campaigns.</li> </ul>	

# Adarsh Gupta

## Contact

### Address

Lucknow 226020

### Phone

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### E-mail

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## Skills

Customer transactions

Team collaboration

Customer relations

Training delivery

Organizational Development

Training Methods

Organizational Development

Training delivery

Highly-motivated employee with desire for taking on new challenges. Strong work ethic, adaptability, and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills. Proven skills in promoting products and boosting revenue by connecting with customers and effectively communicating sales recommendations. Well-organized, reliable, and experienced in setting up displays, restocking shelves, and supporting in-store customers with knowledgeable assistance. Enhance store loyalty with unparalleled support.

## Work History

2023-09 -

### Training Executive

2024-01

*Jarvis Technology And Strategy Consulting, Lucknow*

- Lead the design, development, and implementation of comprehensive training programs aimed at enhancing the skills and knowledge of Agents, Team Leaders (TL), Center Managers (CCM) and Operations Managers
- Establish and manage Samvaad Kendra centers in collaboration with Jarvis in strategic locations (UP/UK) from scratch
- Extensive travel to diverse Lok Sabha constituencies for center setup and training in effective campaign strategies
- Championed a culture of continuous learning throughout the organization through effective communication strategies and visible support from senior leadership.

2022-06 -

### Senior Customer Support Executive

2023-02

*Teleperformance, Mohali*

- Answered questions from customers by phone and email, offering company details and policy information as requested
- Solved customer's raised tickets.
- Served as an escalation point for challenging customer cases, applying advanced problem-solving skills to reach satisfactory resolutions.
- Implemented quality assurance measures for consistent delivery of top-notch customer service across all channels.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of

products and services and creating welcoming, positive experiences.

2020-10 -  
2021-07

## **Operations Executive**

*Startek Customer Support*

- Managed Flipkart Sellers account with responsibility for sales, promotion & ad campaigns
- Increased product sales through targeted marketing campaigns
- Identified new business opportunities and leads for Sellers.
- Reduced budgetary expenditures by effectively negotiating contracts for more advantageous terms.
- Introduced new methods, practices, and systems to reduce turnaround time.
- Negotiated supplier discounts to improve bottom line.

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## **Education**

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2022-05

### **Bachelor of Arts: Economics**

*Lucknow University - Lucknow*