

ANSHUL TYAGI

Product Consultant



PROFESSIONAL PROFILE

Skilled Executive with 2 years of experience coordinating, planning, and supporting daily operational and administrative functions.

CONTACT DETAILS

- Mobile: 9873644854
- anshultyagi053851@gmail.com

QUALIFICATIONS

Experienced in preparing well-researched and accurate documents, managing busy calendars, and efficiently handling daily office tasks.

GENERAL ABILITIES

- Great communication and interpersonal skills
- Excellent organizational and multi-tasking skills
- Great writing skills
- Fluent in English and German

TECHNICAL SKILLS

Proficient in Advanced MS Excel, MS Word, Power Point Presentation and Graphic Designing.

PREVIOUS EDUCATION

Graduation (Ansal University)

B.Tech (Mechanical) - 2014-2018

45%

Senior Secondary High School (NIOS)

2014

55%

High School (DPS Sushant Lok)

2010

66%

WORK EXPERIENCE

Product Consultant

FIS Global Solutions (September 2019 - present)

- In the span of a year, participated and performed in 5 internal and external processes maintaining quality & consistency for all. Processes are namely :
 1. Google My Business
 2. Govoroon (French internal project)
 3. BKFS
 4. KeyBank
 5. High priority dept. of KeyBank
- Maintain a high-volume workload within a fast paced environment. Assisted an average of 550 clients in any given week and consistently met performance benchmarks in all areas (speed, accuracy and volume).
- Helped company attain the highest client service ratings (as determined by external auditors) - earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness.
- Completed voluntary client relations training to learn ways to enhance customer satisfaction and improve productivity.
- Maintained relationships of both internal and external clients.
- Submitted requests to the proper department to prevent re-occurring issues and recommend improvements in the process and procedure.
- Analyzed reports on improvements to bring effectiveness to the department
- Educated clients on the program as well as navigation of the website
- Maintained expectations regarding call quality and resolution time
- Multi-tasked systems while providing service and resolving customer issues, upgrades, etc.
- Received several perfect customer feedback ratings

Client Servicing Manager

Programic Asia (September 2018 - June 2019)

- Provided client on-site consulting representation and training including computer program in-servicing, enrolment meetings, and Q&A sessions.
- Demonstrated ability to work remotely with minimal supervision while effectively managing time to accommodate extensive travel and associated scheduling.
- Educated and updated clients on procedural, technological, compliance and regulatory changes affecting workflow, pricing, technology and service.
- Obtained a detailed understanding of clients' internal processes and workflow to enable better service delivery and enhanced client relationships.
- Created effective meeting agendas in order to capture appropriate client information, needs, and concerns.
- Represented the company in various professional organizations and activities including conferences and meetings;
- Managed and executed on-site operations for roundtables and events from operations to meeting client deliverables.
- Anchored at roundtable with esteemed CFOs and CLOs present on-site.
- Content writing for the micro-site of the event
- Designing website layout for the micro-site of the event.