

Sumit Rana
9354185282
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Professional summary:

- Worked as senior customer care representative managed the team in absence of Team Lead.
- Extracted data and shared with Teammates.
- Attention to Detail and Active Listening Skills.
- Providing process suggestions based on customer inputs.
- Listen to the customer queries patiently and solve it. If the problem does not seem to solve, then forward the problem to the concern team members.
- Maintain records of interactions with the customers/clients in an orderly manner
- Coordinate with the internal department to find solutions and resolve matters
- Maintain a follow up on the customer/client, whose query you had solved. Ensure they are satisfied with your answer.

Education:

- B.Tech from GJUS&T Hisar, Haryana 2013
- Senior Secondary CBSE, Sonipat 2009
- Higher Secondary CBSE, Sonipat 2005

Work Experience:

A.J Traders

October 2020- Feb 2023

Designation: Executive Operations

- Overlooking the daily functions of the business
- Creating short and long-term operational goals
- Extracted data and shared with Teammates.
- Providing process suggestions based on customer inputs.
- Maintain records of clients in an orderly manner
- Suggesting improvements needed in different operations
- Maintaining a healthy relationship with suppliers and stakeholders
- Making sure the compliance with laws and regulations
- Perform reference checks as need
- Manage on boarding and new hire process
- Stay abreast of recruiting trends and best practices

Altruist Technologies

Feb 2020- Aug 2020

Designation: CRO

As a CRO my Job was to handle the concern of people who buy the company product and their services Airtel Titanium Process

- Deal with the customers over the phone.
- Listen to the customer queries patiently and solve it. If the problem does not seem to solve, then forward the problem to the superiors.
- Respond to the problems of the customer promptly.
- Look after the customer accounts and update their status.
- Draft the necessary documents, letter or statements, as required by the customer
- Maintain records of interactions with the customers in an orderly manner
- Coordinate with the internal department to find solutions and resolve matters
- Maintain a follow up on the customer, whose query you had solved. Ensure they are satisfied with your answer.

Hinduja Global Solution**Jun 2019-Jan 2020****Designation: CRO**

As a CRO my Job was to handle the concern of people who buy the company product and their services. Airtel Titanium Process

- Deal with the customers over the phone.
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- Draft the necessary documents, letter or statements, as required by the customer
- Maintain records of interactions with the customers in an orderly manner
- Coordinate with the internal department to find solutions and resolve matters
- Maintain a follow up on the customer, whose query you had solved. Ensure they are satisfied with your answer.

Tech4serve Project Consultations LLP**Oct 2016 – March 2019****Designation: Operations Executive Trainee, Jr. Executive**

- Managing the data/details of clients provided.
- Extracted data and shared with Teammates.
- Providing process suggestions based on customer inputs.
- Overlooking the daily functions of the business
- Creating short and long-term operational goals
- Maintain records of clients in an orderly manner
- Coordinate with the internal department to find records and forward to the concerned person

Hobbies

- Travelling
- Listening to music
- Animal care
- Socializing: Community Work, Volunteer Work
- Helping needy People

Personal Profile

- Gender: Male
- Marital Status: Single
- Nationality: Indian
- Religion: Hindu
- Languages: English, Hindi
- Address: 99-C , J&K Block, Laxmi Nagar, Delhi

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

Signature:**Sumit Rana**