

Tushar Thakur



Contact

Address:

1062, Sector -12A, Panchkula,
Haryana, 134112

Phone:

+91-7814311112

Email:

tusharthakur1062@gmail.com

Education

Secondary School – Satluj Public
School, Panchkula – **Scored 82%**
(CBSE)

High School – Chitkara International
School, Chandigarh – **Scored 57%**
(Science)

Graduation – Bachelors of Arts –
English Language and Literature,
Economics & History – **10/2020** –
Current

Hobbies

- Sports Enthusiast
- Reading Novels and watching documentaries and discovering new music
- Travelling, Exploring new cultures and places
- Football and other sports.
- Creative Writing

Summary

Striving towards a career to build upon my current skill-set and contribute to the profitability of the company. Determined and goal oriented, my work experience coupled with innovative ideas and creativity is an asset for accomplishing the projects. To grow keeping in view the corporate mission and vision.

Highly responsible Customer Executive Analyst focused on developing client relations for a better understanding of telecom company's products and processes. A graduate with specialization in customer handling with experience working with International customer base.

Skill Highlights

- Strong analytical /quantitative skills
- Research and Development
- Communication Management
- Complaint Resolution
- International Sales support
- Capability to work in a fast-paced environment
- Excellent verbal and written skills
- Business Process Management
- Complaint resolution

Experience

Data analyst– 12/2020 – Current
eClerx, Chandigarh

- Produced monthly reports using advanced Excel spreadsheet software and Ms office.
- Coordinated statistical data analysis, design and International flow
- Participated in requirements meetings and data mapping sessions to understand business and customer needs.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.

Sales and Marketing Intern – 01/2020 - 03/2020

- Tracked, measured and reported on trends for sales team analysis and decision making.
- Supported sales team with administrative assistance such as coordinating paperwork and responding to basic inquiries.
- Helped organize sales events and meetings, including preparing materials and setting up spaces.
- Supported sales and marketing teams in creation and implementation of marketing campaigns.
- Assisted with gathering market information, including market data, import and export analysis and trends.