

Bhupendra Pradhan
Maharashtra, Mumbai, Kharghar 410210
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PROFESSIONAL SUMMARY

- Energetic and optimistic customer service representative with over 7 years of professional experience assisting customers in solving complex issues. Keen to support ABC Inc. in becoming a market leader through proven customer support skills. Helped reduce First Response Time by 20% within the first quarter of employment.

AREAS OF EXPERTISE

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| <ul style="list-style-type: none">• Adaptability• Communication• Decision Making• Multitasking• Positivity | <ul style="list-style-type: none">• Attention to detail• Creativity• Empathy• Positivity• Problem Solving | <ul style="list-style-type: none">• Collaboration• Customer Service• Leadership• Requirements• Self-Motivation |
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CAREER EXPERIENCE

Sales Representative **2011 – 2013**

Viztar International , Maharashtra ,Mumbai , Belapur Railway Station , Kharghar 410210

Worked as a Sales Representative

Selling Grocery Coupons to the Customers as a Discount Voucher .

Solving Queries of the customer related to the product & services efficiently .

Follow up for any further requirements of the product or services .

Technical Support **2013-2014**

Lester Infoservices Pvt.Ltd , Maharashtra , Mumbai , Turbhe, Navi Mumbai 400705

Served as a Technical adviser for Computers related queries.

Fixing / removing malicious application & softwares from the computers .

Performing Clean up & tune up remotely .

Assisting customers to use or navigate through their new softwares or applications

And serving customers to have exciting experience with their gadgets .

Customer Service **2015-2017**

Concierge Global Sevices , Maharashtra , Mumbai , Belapur complex 400614

Performed as a Customer Support for Technical Support .

Maintaining a positive , emphatic & professional attitude toward customers all the time .

Responding promptly to the customer queries .

Acknowledging & resolving customer complaints .

Ensure customer satisfaction & provide professional customer support .

Process Trainer **2017-2019**

Opk e Services Pvt Ltd , Maharashtra , Mumbai , Belapur , 400614

Operated as a Process Trainer for a Computer Support.
Developing a schedule to assess training needs .
Create training strategies , initiatives , & materials to conduct a positive training session

Nepali Interpreter

2019-2020

Data Mark Incorporated , Thane west G b Road 410210

Worked as a translator between a doctor & a patient related the patient health and sharing doctor's report to the patient in Nepali to English & vice versa.

EDUCATION

Higher Secondary 2010 - 2011

Maharashtra State Board of Secondary Higher Education