Sandeep Kaushal

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# EXPERIENCE

» Worked with Webhelp from November, 2022 to May, 2024 as a Team Leader.

» Worked with Webhelp from April, 2022 to November, 2024 as an Advisor.

» Worked with I-Energizer as a Senior Customer Care Executive for EA Voice process from July, 2021 to March, 2022.

» Worked with Binary Semantics Pvt. Ltd. as an IT Sales Executive from Jan, 2021 to Jun, 2021.

» Worked with Tech Mahindra Business Services Ltd as a Customer Relationship Advisor from Feb,2020 to August, 2020.

» Worked with International SOS as a Concierge Consultant from Sep 2018 to Sep 2019.

# JOB ROLES

» **Webhelp** - Handled a team for operations and providing end to end customer support to resolve their retail queries for different markets like South Africa, South East Asia and India. Also, have an experience in resolving customer’s query for their Vodafone post pay connections for UK bases customers. Motivating the team to achieve the desired targets.

» **Ienergizer** - Handled customer's query relevant to their EA gaming account includes Billing, Account Management and Technical along with great customer experience.

» **Binary Semantics** - Diagnosing issues with customer's laptop, desktop and printers they are facing and providing the solution and selling service warranties along with selling MS office, Antivirus etc.

» **Tech Mahindra** - Handled customer's query related to their postpaid connections with Three UK Postpay process that involves Billing, Account Management and Technical.

» **International SOS** - Fulfilling any legal and ethical need of HNI customers for AMEX and CITI Bank holding premium cards. Requests like Golf Booking, Hotels, Flights, Worldcup tickets, Cake and Bouquet Delivery etc.

# EDUCATION

» B.com from Subharti University

» 2014 12th from HBSE

» 2011 10thfrom Bhartiya Public School, Ambala Cantt. (C.B.S.E).

# IT SKILLS

» Sound knowledge of Windows, MS Office and Internet Applications

» Do have good knowledge of reporting, rosters and performance data management.

» Do have good knowledge of Shrinkage, Occupancy, Attrition and other SLA parameters.

# PERSONAL DETAILS

Date of Birth : 02 Sep, 1994 Languages Known : English and Hindi

Address : A1B, 63-A, Krishna Apartments, Paschim Vihar, New Delhi-110063.