

AMIT KUKREJA

701 – 704 EKTA APARTMENT HILL AREA
SECTION 17 ULHASNAGAR WEST THANE

Sr Customer Support Associate
amitkukreja10@gmail.com
9890089006

SUMMARY

EXCELLENT COMMUNICATION AND ORGANIZATIONAL SKILLS WITH A COMMITMENT TO MEETING AND EXCEEDING PERFORMANCE TARGETS. SEEKING TO CONTRIBUTE MY EXPERTISE IN BACKEND BPO EXPERTISE ON SEMIVOICE PROCESS, HANDLING DATA ENTRY, AND BACKEND SUPPORT FUNCTIONS WITH A FOCUS ON ACCURACY, QUALITY AND EFFICIENCY

WORK EXPERIENCE

Sr Customer Support Associate
Transworld Systems India (TSI)
Vashi
09/2022 - 12/2023

Transworld Systems India company deals with well known American Banks on Mortgage for Commercial and Residential properties to manage update and process payments.

- English level pro efficient with vocal as well as written
 - Auditing and Quality
 - Advanced level computer user
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Data Entry Operator - Sales - Restaurant supervisor

Royal Ice-Cream and Fine Dine Restaurant
Ulhasnagar Thane
03/2019 - 09/2022

Supervising Handling walk-in customers ,
online phone orders and Direct Retail sales

Sr Customer Support Representative

Teleperformance International BPO Wagle Estate Thane

12/2017 – 05/2018

Email and Social Media Process

Back End Support for Vitality Insurance Healthcare UK

Customers, Handling Queries & updating Health related information on CRM, awarding points to insured customers

Sr Supervisor

Sweet Bite Dairy Products KALYAN

08/2012-12/2017

Key Professional Skills:

Supervisor - Sales report monthly billing

- Basic Computer knowledge, MS Word, Software Installation, Tech Support, Troubleshooting

- Cashier

- Customer Support Person

- Goal Oriented

- Quick Learner

- Positive Attitude towards Career

- Willingness to learn and adapt according to the required situation

➤ Reporting Daily Basis:

Managing & Sharing Communication from Owner to Team Members

Reporting Issues / Completion / Accounts / Cash Collection

Handling & Resolving Complaints regarding Quality Logistics

Support & Communication with Transport Vehicle Drivers

Maintaining / Filling Monthly GST Bills

Education

Fatima High school

2001

Ambernath

HSC - NATIONAL INSTITUTE OF OPEN SCHOOLING ICSE 2004

Correspondence

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