**NAME** : SUDHIR ARORA **ADDRESS** : BUR DUBAI, Meena Bazar **CONTACT** **0503422314**

EMAIL : [sudhirarora.arora@gmail.com](mailto:sudhirarora.arora@gmail.com)



**CAREER OBJECTIVE**

* To work in an environment where I can learn new things and acknowledge them in the growth of organization and my career.



**EDUCATIONAL QUALIFICATION**

* **Sec .School .2010**
* **Sr. Sec .School .2012**
* **Graduation (BBA) Vinayaka Mission University in 2016.**



Passport no. X7506031 Passport issue 27/04/2023 Passport Expiry 26/04/2033 Visa Status. VISIT VISA



**WORK EXPERIENCE**

# Blue Planet (05/01/2024 - till date)

Customer Service

Tasks: Handling all the payments for the clients doing trading under crypto currency. Handling Calls for the clients and helping them to solve their issues they are facing while doing trading or any payment.

Helping the team for any sort of referrals related to the process.

# Artistic Photography Studio (07/03/2023 - 08/12/2023)

Reception

Tasks: Handling all the customers coming to photography studio related to any work like making booking for wedding, events, passport photos, etc.

Handling cash transactions related to booking and for instant work. Handling complaints if any.

Taking care of the complete studio.

# PCM World Wide Flights LTD (03/12/2021 - 17/02/2023)

Quality Analyst

Tasks : Auditing sales calls for all the agents . Taking care of QA team with any referral or updates Maintaining and creating reports.

Creating a roaster as per the availability .

Taking team session with agents and QA team And if required also taking individual sessions.

Creating staff files for the agents related to any behavior issues. Taking interviews for the new hires.

Preparing training modules for new trainees.

Taking care of incentives for QA team and sales agents.

Handling sessions for new hires to train them as per quality and also, preparing minutes of meetings for the meetings held with the management, QA team and sales team.

# ADMIRAL SOLUTIONS PVT LTD. (Jun, 2018 - Aug, 2021)

Quality Analyst

Tasks: Auditing calls and web chats for customer service agents.

Part of the training team where I was training new hires on certain topics which were related to process.

Referral spoc over floor for quality and customer service agents.

# Concentrix (Jan, 2017 - Jun, 2018)

Sr. Practitioner

Tasks: Auditing google YouTube videos which were flagged by the viewers to check them whether they fall under our policies as per the company or not. If not then our responsibility was to remove that video from the YouTube platform.



**STRENGTH**

* Self-confidence in working with fast learning & optimistic activity.
* Adaptive in nature.
* Comprehensive problem solving abilities.
* Excellent verbal and written communication skills.
* Good grasping capability & Positive attitude



**PERSONAL INFORMATION**

Date of Birth : 04/03/1992

Gender : Male

Marital Status : Married

Nationality : Indian

Languages known : English, Hindi Punjabi Typing Speed. : 45 wpm



**SELF ACCOMPLISHMENT**

I hereby declare that the above- mentioned information is correct and very much sincere as far as my knowledge.

DATE:

Place: DUBAI ARORA SUDHIR