



CONTACT ME

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BurDubai, Elite Tower- United Arab Emirates

BIODATA

- Nationality-India
- Age- 25
- Marital status- Single
- Visa- Employment

EDUCATION

Govt. Ranbir College Sangrur

Bachelor of Arts with 55%
2016 - 2019

Govt. Senior Secondary School

High School Non-medical with 73%
2015 - 2016

SKILLS

- Management Skills
- Ms-excel
- Negotiation
- Critical Thinking
- Communication Skills
- Process Flows

SANDEEP SINGH GAHIR

ABOUT ME

Organised and dependable Quality Assurance with 2 years of experience. Successful at managing multiple priorities with positive attitude. Willing to take on greater responsibilities to meet team goals. My service skill and friendly personality can be leveraged to achieve the highest quality of service at your establishment.

WORK EXPERIENCE

InstaShop - Dubai

2022 - 2024

Quality Assurance Associate

- To ensure the delivery process completion within the promised time to our customers, through an extensive coordination.
- Handle inbound and outbound calls with our customers to insure the highest quality assurance standards.
- To support our partners technically when required ensuring that all our technical solution in the shops work properly.
- To provide the operations and business development teams with concise reports with regards to quality of orders highlighting areas of improvement.
- To convey firm processes with the partnered shops and ensure they are always updated and implementing those processes.

Vishal Mega Mart - India

2019 - 2021

Customer Service Specialist

- Answered customer telephone calls promptly and improved on hold wait times.
- Assisted customers with varying questions using product knowledge and service expertise.
- Assisted customers with product complaints, logging issues for investigation and providing replacement items.
- Boosted monthly sales revenue by skill fully promoting diverse product and service options.

HOBBIES

~Listening Music

~Travelling