



Sudhir Arora

Date of birth: 4 Mar 1992 | **Nationality:** Indian | **Phone number:** (+971) 503422314 (Mobile) | **Email address:** sudhirarora.arora@gmail.com | **Address:** Al Quasis 2, Villa 24, 00000, Dubai, United Arab Emirates (Home)

WORK EXPERIENCE

5 JAN 2024 – CURRENT Dubai, United Arab Emirates

CUSTOMER SERVICE REPRESENTATIVE BLUE PLANET MARKETING MANAGEMENT

Managing all the payments for the customers trading in Crypto currency like USDT. Ensuring all the problems of the customers and merchants are solved which is related to the platform.
Helping the customers to get the settlement done for the customers purchasing USDT from Cheezeebit platform.
Assisting the new trainees to get trained with the process and also helping the training team to prepare the PPT which is used to brush up the policies for the team members already working and also helped new trainees to learn.
Supporting team for referrals.

3 DEC 2021 – 17 FEB 2023 Delhi, India

CALL CENTRE QUALITY ASSURANCE AUDITOR PCM WORLD WIFE FLIGHTS LTD

Doing call Audits for customer service and sales team assisting customers with the reservation of flights and hotels and solving their queries.
Conducting training sessions with Quality team, sales agents and customer service team.
managing incentive and performance reports for Quality team and taking interviews.

CALL CENTRE QUALITY ASSURANCE AUDITOR

1 JUN 2018 – 11 AUG 2021 Delhi, India

CALL CENTRE QUALITY ASSURANCE AUDITOR ADMIRAL SOLUTIONS PVT. LTD

Doing Audit for Customer Service team taking calls and webchats while assisting the customers for the renewal of the General Insurance in UK
Given training to the new hires and assisted the training team, also the referral support for the team on the floor.

EDUCATION AND TRAINING

Delhi, India

GRADUATION (BBA) Vinayaka Mission University

LANGUAGE SKILLS

Mother tongue(s): **HINDI**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C1
PANJABI; PUNJABI	B1				

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Word | Skype | Microsoft Excel | LinkedIn | Google Drive | Microsoft Powerpoint | Outlook