***Vishal Kumar***

***Customer Service and Sales Manager***

|  |  |  |
| --- | --- | --- |
|  | **Summary**  Results-driven Customer Service and Sales manager with a strong focus on sales and revenue generation, backed by experience at Teleperformance and Intelenet in Mohali, India. Adept at converting inquiries into sales, cross-selling, and up-selling to maximize revenue, ensuring high levels of customer satisfaction.  Proven ability to identify customer needs, generate leads, and achieve sales targets, contributing to both customer retention and business growth. Committed to delivering exceptional service and driving continuous improvement in customer experience.  **Skills**   * **Sales Conversion:** Proficient in converting customer inquiries into sales opportunities, driving revenue growth through effective communication and persuasion techniques. * **Cross-Selling & Up-Selling:** Skilled in identifying customer needs and offering additional products or services to enhance their experience and increase company revenue. * **Lead Generation:** Capable of identifying potential leads during customer interactions and passing them to the sales team for follow-up, contributing to business growth. * **Customer Retention:** Expertise in retaining customers by providing excellent service, addressing concerns, and offering value-added solutions that encourage repeat business. * **Target Achievement:** Consistently meeting or exceeding sales and service targets, demonstrating a strong ability to balance customer satisfaction with revenue generation goals.   **Employment History**  **Millionskart Private Limited, Chandigarh, India**  *Customer Service and Sales manager*  *⁠July 2022 - January 2024*   * Conduct regular training sessions and performance evaluations. * Handle escalated customer complaints and ensure resolution. * Develop and implement customer service policies and procedures. * Monitor key performance indicators (KPIs) and generate reports on team performance. * Collaborate with sales and marketing teams to enhance customer engagement. * Utilize customer service software and CRM systems to streamline processes.     **Teleperformance, Mohali, India**  *Customer Service Associate*  *October 2020 - May 2022*   * Providing technical support for USA cusomters, resolving their issues related to iOS devices (iPhone, Mac, AirPods, iPads) * Handling queries, requests and complaints from customers tactfully. * Provide Customer service at every interaction, ensure end to end resolution by taking complete ownership for the customer in every transaction. * Achieve superior customer engagement and ensure a significant improvement in customer experience. * Addressing and resolving customer issues promptly, including troubleshooting technical problems or handling service-related concerns. * Meeting or exceeding performance targets such as response time, resolution rate, and customer satisfaction scores.   **Intelenet, Mohali, India**    *Customer Service Associate*  *March 2017 - June 2020*   * Handling inbound and outbound calls, emails, and chats to resolve customer inquiries, complaints, and issues efficiently. * Providing solutions to customer problems by troubleshooting technical issues, processing refunds, or offering product information. * Accurately updating customer records and transaction details in the company's CRM system following each interaction. * Gathering and documenting customer feedback to help improve products, services, and overall customer experience. * Working closely with other departments, such as technical support or billing, to ensure a seamless customer service experience.   **Education**  **Diploma in Computer Applications**   * GSS computer institute , Baijnath, Himachal Pradesh, India * January 2014 - December 2014   **High School (12th standard)**   * Vishudha Public Senior Secondary School , Baijnath, Himachal Pradesh, India * April 2012 - March 2013   **Declaration**   * The above given information is correct and complete to the best of my knowledge and belief.   **Vishal Kumar** | **Current Location**  Dubai, UAE  **Mobile**  +971 54 742 6631  **Email**  [prasharvishu143@gmail.com](mailto:prasharvishu143@gmail.com)  **Linkedin**  [www.linkedin.com/in/vishal-prashar-aa5091313/](http://www.linkedin.com/in/vishal-prashar-aa5091313/)  **Computer Skills**   * Windows, MS-Office   **Personal Attributes**   * Very good at striking positive relationships with clients, vendors and team members alike * Excellent communication, with clear and assertive professional language * Self-confident and motivated to take up challenging assignments * Fast learner, motivated towards constantly improving my skills and knowledge   **Passport Details**   * Indian Citizen * UAE Visit Visa   **Language Skills**   * English * Hindi * Punjabi   **Personal Details**   * Nationality: Indian * Marital Status: Single * Date of Birth: 28-02-1995   **Professional References**   * Can be provided on request |