

# Jackson John

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Address: Mulund west, Mumbai 400080.

Languages: English & Hindi

Hobbies: Travelling

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## Experience

- **Sitel India Pvt. Ltd.:** Customer Service Executive {Aug - 2013 to Aug - 2014}
- **Wipro BPS Pvt. Ltd:** Associate [Apr 2016 - Apr 2017 ]
- **Team Management Services:** HR Executive [Mar 2018 - Aug 2018 ]
- **7 Consultancy Pvt. Ltd.:** HR Executive [Aug 2018 - Mar 2020 ]
- **Altruist Technologies Pvt Ltd.:** Customer Service Executive [Mar 2021 - July 2021 ]

## Education Qualification

- Passed SSC from St. Pius Maharashtra State Board completed year 2007
- Passed HSC from Jai Bharat Maharashtra State Board completed year 2009
- B.Com completed from National Pen University completed year 2012

## Skills

- Basic Knowledge of computer applications:Windows, MS- Office, Tally ERP 9.0 & Internet
- Passes MS-CIT Examination
- Done Advanced Excel with MIS Reporting

## BPO Responsibilities

- Handle 80 + Customer Interaction per day giving detail personalized friendly & polite service.
- To ensure customer retention & satisfaction
- To memorized all company products & services to be able to answer customer questions quickly
- Collate source data such as customer name, address, phone numbers, credit card information & enter data into various customer service software.
- Handling documentation verification process
- Making entries in company software
- Coordinating with other regions team relating to documentation form
- Proficient in Executing programmes using the Limited resources
- Monitor all incoming calls from customers for all enquiries on orders for various products

- Assist various departments to facilitate sales of all products in company portfolio
- Analyze all customer issues and assist to resolve all within required time frame
- Coordinate with customers and ensure appropriate questioning to solutions
- Ensure optimal utilization of all resources & resolve all issues.
- Maintain accuracy of all data & verify same for all customer services analyze all issues and recommend alternate solutions to ensure effective resolution
- Ensure all issues to management if required. Administer and prioritize all customer tasks & ensure achievement of all dead lines within required time frame.

## **HR Responsibilities**

- Responsible for recruiting staff for the organization, analyze the need of organization
- In terms of man power make proper plan to fulfill the need of organization
- Fill the post of organization by recruitment drive
- Looking after recruitment of lower, middle upper level (Supervisory Level)
- Activities through advertising for vacancies on job portal walk - ins referrals etc
- Inviting and screening application and inviting suitable candidates for interviews
- Conducting initial round of screening interview and then handling over the deserving
- Candidates to the respective HOD for the final interview for the particular requirement
- Offer Negotiations and Regular follow - up till closure
- End to End recruitment process and planning.