SAILESH KUMAR SAHOO

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Location: Marathahalli, Bangalore

 

**Digital Interaction Specialist**

*Looking forward to challenging assignments in Customer Service and sales*

**CARRIER OBJECTIVE**

To attain the peak of success with my hard work and potential in shortest possible time. To yield better work prospective to the organization, and a competitive working environment to my subordinates with full encouragement and whole-hearted participation.

**Carrier Summary:**

- 2+ years working experience in customer support and sales.

- Very much adapted to the rotational shift environment, round the week.
- Experience of handling ‘non-voice (email and chats).
- Ability to get along the organization for long durations.

- Utmost dedication and work efficiency, time no bar.
- Good communication skills, soft-spoken, better adaptability to the working environment.

**KEY SKILLS**

* Customer service and sales through Interactive media. (Non-Voice)
* Team Building & Leadership
* Problem Solving Attitude
* Good Interpersonal Skills
* Personnel Management
* Performance Improvement
* Decision Making Ability
* Manufacturing Process Knowledge
* Hands on experience on MS Office (Excel, Word and Power point).

**PROFESSIONAL EXPERIENCE**

**[24]7 Inc. from Sept 2016 to Jan 2019**

**Designation:** Digital Interaction specialist in Non-Voice (email and chats) process.

**Client : OVERSTOCK**

**Overstock.com, Inc. is an American internet retailer headquartered in Midvale, Utah, near Salt Lake City. Patrick M. Byrne founded the company in 1997 and launched the company in May 1999. However, it has been recently launched in INDIA as well. Online shopping is a form of electronic commerce which allows consumers to directly buy goods or services from a seller over the internet using a web browser.**

**Job Responsibilities**

* Providing customer service for an U.S. and International customers as well as dealing with sales of Products.
* Achieving all types of targets like updating my team’s NPS (negative positive surveys which was filled by the customers).
* Handling the higher escalation queries.

**EDUCATIONAL QUALIFICATIONS**

* School: St.Johns Secondary Higher Education, Gannavaram, Andhra Pradesh.
* Intermediate from ABIT College, Cuttack, Odisha.

**PERSONAL DETAILS**

* **Date of Birth :** Aug 14, 1992
* **Address :** Marathahalli, Bangalore – 560037.
* **Languages Known :** Oriya, English & Hindi
* **Marital Status :** Unmarried
* **Nationality :** Indian