

# Resume

## **SUBHASHISH ANUKUL SARDAR**

**Temporary Address:** Nd-120 Shankar Nagar Cidco New Nanded Pin. 431601.

**Permanent Address:** At SRI Durga colony Krishnagar Dist Nadia, Pin 741101.

**E-mail id:** [shubusardar6@gmail.com](mailto:shubusardar6@gmail.com)

**Contact no:** 9141414188 / 7588847535

## **Highlights:**

- Innovative
- Good communication skills
- Team facilitator
- Ready to accept to challenges
- Willing to travel and relocate

## **Educational Qualification:**

**Degree :- B.A**

Exam	Year	Class	University/Board
SSC	2006	IInd class	LATUR
HSC	2008	IInd class	LATUR
B.A	2018	Ist Class	Mumbai University

## **Extra Curricular Activities:**

Course Name	Result Date	Borad	Grade
Government Commerical Certificate For 40 W.P.M In English Typing	02.09.2010	Pune	A
Government Commerical Certificate For 30 W.P.M In Marathi Typing	02.11.2007	Pune	B
MS-CIT	06.01.2007	MSBTE	B
ON-CET	12.01.2010	MSBTE	B

<b>Working Experience :</b>	
<b>Name of Organization :</b>	Samsung Authorized Service Center (Avinash Electronics Nanded ) –10 Sept 2009 to July 2019.
<b>Designation :</b>	Customer Support Professional, Shipping Agent & Store In-charge, Team Admin.
<b>Key Responsibility :</b>	<ul style="list-style-type: none"> <li>• Escalated cases &amp; complaints of customers.</li> <li>• Ensure quality customer service is delivered.</li> <li>• Recording complaints as per the specified process.</li> <li>• Retention of the customers by providing the best possible services.</li> <li>• Ensure customer is heard throughout escalation process.</li> <li>• Supply regular regional status updates for all escalated Service.</li> <li>• Coordinating with the service center on daily basis in order to resolve the complaints.</li> <li>• Focus on problem avoidance in escalation process.</li> <li>• Establish correct expectations, enforce relief and resolve through effective communication.</li> <li>• Review and identify root cause for all escalated service requests and use this information to improve continuously within service delivery teams.</li> <li>• Collaborate with other workgroup teams to train using process and procedures based on historical experience.</li> <li>• Managing all the collections points and express service centers in order Key Performance Indicator.</li> <li>• Coordinating with the Head Quarters in order to arrange the spares at the express service centers.</li> </ul>

<b>Personal Information:</b>	
<b>Name:</b>	<b>Subhashish Anukul Sardar</b>
<b>D.O.B:</b>	6th June 1991
<b>Gender:</b>	Male
<b>Marital Status:</b>	Single
<b>Nationality:</b>	Indian
<b>PAN No.:</b>	EMGPS5123E
<b>Addhar No.:</b>	810697586351
<b>Languages:</b>	English, Marathi, Hindi, Bengali.
<b>Hobbies:</b>	Playing Games, Listening Music.

<b>Declaration</b>
I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Date:

Place: Krishnagar

**SUBHASHISH A. SARDAR**