

Mansagar Tripathi

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8115367307
Gurgaon, India



Highly Passionate, looking opportunities in Service Desk L1/L2, Marketing and Excel jobs. Aim is not biggest but to be acknowledged best.

WORK EXPERIENCE

1. Strategic Accounts Manager

Delhivery Pvt Ltd
05/2021- 07/2021

Gurgaon, India

Achievements/Tasks

- Day To day tasks involved in preparing reports in excel and sharing it with superiors. Calling various departments for smooth and Realtime resolution.

2. Senior Associate

Wipro Technologies Pvt Ltd.

03/2017 - 07/2018,

Gurgaon, India

Achievements/Tasks

- Working in industry as Customer support associate, every day work involved customer complaints resolution via calls and emails within specified TAT.
- Roles and responsibilities-
- Client management - resolving customer queries and complaints
- Customer grievance and escalation handling
- Upselling and customer retention
- Received performance certificates and appreciation.

3. Email Marketing Executive

Digital Seo Solutions

12/2015 - 01/2017

Gurgaon, India

Sales, Marketing, and case cycle.

- Creating marketing list and shooting mails.
- Converting Leads to opportunities basis of process.
- Registering cases and resolving them.

4. Practitioner-CRM Operations

Concentrix

04/2014 - 11/2014,

Gurgaon, India

- Working in industry as Customer support associate, every day work involved customer complaints resolution via calls and emails within specified TAT.

EDUCATION

MBA in Marketing, International Management and

Information Systems (LM. Thapar School of Management)

07/2019 - 06/2021,

Punjab, India

B.COM in Marketing (Kanpur University)

07/2013 - 06/2016,

Kanpur, India

SKILLS

Desktop support

Service Desk

Technical Troubleshooting

MS Excel

CRM

Office 2019

ACHIEVEMENTS

- Internship (SNS Consultancy | April 2020-June 2020)
- Internship (Sri Ram Life Insurance Company| May 2020- June 2020)
- 3rd Prize in Investors premier league Event at LMTSM.
- Kanpur Institute of technology (NC4-IPS 2020) and got a trophy as Facilitator.
- National level Certificate in Scouting and Guiding - 2012
- Governor's award in Scouting and Guiding-2010
- Bagged three gold medals in Table Tennis during Inter house sports week and inter year tournament at LM Thapar school of management-(2019-2020)

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency