***CURRICULUM VITAE***

DEEPAK GUPTA

74, Sant Nagar, East of Kailash

New Delhi – 110065.

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**CAREER OBJECTIVES**

\* TO serve and to contribute to an organization that provides me an opportunity to integrate my concept and interpersonal skill and give me a platform to learn and grow with the organization.

**Academic Qualification**

Completed MBA from Amity University

Completed Graduation from Sikkim Maniple University

Done higher Education C.B.S.E board

10th from C.B.S.E board

**WORK EXPERIENCE**

Working as a Sr. Online Sales Executive in Laventrix Smart Care Pvt. Ltd. From Nov 18

\* Handling Customer queries in Laventrix for related to health supplements.

\* To make a monthly report and achieved the following targets.

Working as a Sr. Online Sales Executive in Ganix Nutricare Pvt. Ltd. From Oct 17 to Nov 18

\* Handling Customer queries in purely herbs for related to health supplements.

\* To make a monthly report and achieved the following targets.

Working as a Sales Executive in Magus Customer dialog Pvt. Ltd. From Oct 14 to Oct 17

\* Taking calls in home shop 18 to handle the customer calls place the order and up sale the products.

\* Taking calls of customer to pitching out of product, sharing knowledge as per the product.

\* Handling cold calls to listen the customer needs according them suggest the right product

to them.

\* Handling customer complaints and give him resolution according to the customer query.

\* Doing happy calls to customer to share about the ratings feedbacks.

\* Handling team sharing daily wise data.

\* Handling escalation calls of customer who are suffer for his/her problem.

Working as a Coordinator in Effort BPO from Oct 11 to Oct 14

\* Making the data of customer in L.G Electronics.

\* Making the consolidate data of customers according to the area wise.

\* To make the data and share with the client.

\* To handle the Asm/Bsm wise query.

\* Mailed to area wise service center to resolve the customer query.

\* Handling escalation calls of customer who are suffer for his/her problem.

\* Handling team sharing data daily wise data.

Working as a Customer Service Representative in Intouch Solution Pvt. Ltd. from Sep 10 to Oct 11

\* Taking calls of customer in sun direct DTH.

\* Handling customer query give first time resolution on call.

\* Resolving technical error on call to resolve the customer query.

\* Making a lead generation send the technical advisor to customer place.

Computer Skills

Have all the knowledge of Ms-Excel.

Internet access, mail drafting.

**Hobbies & Interests**

I have keen interest in learning more and more new things.

**PERSONAL DETAILS**

\* Father's Name Nem Prakash Gupta

\* Date of Birth 29.10.1991

\* Sex Male

\* Language: English & Hindi

Personal Attributes

\* Punctual

\* Willing to learn

\* Attentive

\* Hard working

\* Works under high pressure

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**Deepak Gupta**