

Gaurav Agarwal

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Address: 85, Narayani Niwas, Tirupati Palace, Nipaniya, Indore, M.P - 452010

Summary:

- **2 years of extensive experience in Customer Support, assisting customers all around the globe; USA, Australia and Canada, over phone, chat and email. Ready to explore different departments and industries.**
- **Experienced USTechnical/IT Recruiter.**

Education:

Acropolis Technical Campus, 2014 - 2018

B.E – Mechanical (Completed with Honors - 6.90 CGPA)

ST. Paul H.S School (CBSE), 2013

Senior Secondary (74.8%)

ST. Paul H.S School (CBSE), 2011

High Secondary (7.4 CGPA)

Skills:

- **RedHat Certified System Administrator**
- **EC-Council Certified Secure Computer User**
- **CompTIA Strata IT Fundamentals Certified**
- MS Office.

Core Competencies:

- Customer service
- Customer satisfaction
- Customer obsession
- Communication
- Data analysis

Other competencies/skills:

- Multi location Recruitment
- Mentoring
- Sourcing/Recruitment
- Building Strong referral Network
- Database Creation & Maintenance
- Application Tracking System
- Interviewing/Screening
- Offer Negotiation
- Resume Formatting

Experience:

TaskUs India (<https://www.taskus.com/>)

SME/Team Mate

Sep 2020 – Present

- Working as a part of a specialized team for a food delivery account.
- Responsible for handling escalation calls requested by the Customer and clearing out of SLA cases.
- Responsible for mentoring agents to help them improve and meet their KPI's by auditing the cases and providing regular feedbacks.
- Responsible for supporting teams; New-Hire and On-floor, and helping them understand and resolve the Customers concern. Also, explaining the policies and providing them with their performance reports.

Amazon Development Center India Pvt. Ltd.

Aug 2019 – Jul 2020

Virtual Customer Service Associate (VCSA)

- Worked as a virtual customer service associate, initially supported Indian customers over phone(Hindi / English), and then was moved to North America skill, to handle US customers via Chat / MessageUS
- Was responsible for handling customer's pre-order and post-order related queries like product availability, suggesting the right product, returns and refunds related queries, etc. and providing them with the proper resolution.
- Was responsible for transferring/escalating the contact to the concerned department for a quick and

better resolution.

- Was responsible for maintaining a high level of customer satisfaction.

Collabera Services Pvt. Ltd (www.collabera.com)
Technical Recruiter

Jun 2018 – Mar 2019

- Collabera Inc. is a leading IT Staffing Company Headquartered in Morristown, NJ that provides professional Information Technology recruiting, staffing, consulting and business services to company worldwide.
- Collabera is the largest privately held Technology Company in New Jersey by revenue with \$600 million for 2015 and approximately 4,200 employees in its New Jersey Headquarters.
- The Company has more than 60 offices worldwide with over 16,000+ employees.

Responsibilities:

- Responsible for the full life cycle of the IT recruitment process
- Understanding the requirement to strategies how to work on it.
- Preparing the Job description simple and ordered making it easy for the candidate to understand and response accordingly.
- Performed needs analysis, requirements definition, consulting on sourcing strategies, recruiting, sourcing, scheduling interviews, reference checking, negotiating, making offers, creating contracts and closing candidates that can help actualize corporate mission.
- Working on daily new requirements of different domain and clients.
- Effectively recruiting candidates through internet research, internal database, referrals, and other strategies.
- Handling all the IT technologies involving combination of complex skill set and rare technologies.
- Used job portal like Dice, Monster, Career Builder, Indeed and LinkedIn.
- Keep track of response and short listed profiles.
- Managing recruitment efforts for IT, Financial/Investment Banking clients.
- Responsible for all aspects of recruitment process: identifying staffing needs, reviewing resumes, conducting interviews and completing references.
- Worked on various job boards like LinkedIn, Monster, Dice, CATS and Career Builder to source technical expertise and filled them for job openings.
- Direct sourcing from Google, internal database, external vendors, and LinkedIn and job boards.

Environment: MS Office, Office 365, MS Outlook, Cisco.

Personal details:

Name: Gaurav Agarwal

Father's name: Mr. Ashok Agarwal

Mother's name: Mrs. Renu Devi Agarwal

Date of birth: September 8th, 1995

Marital status: Unmarried

Declaration:

I hereby declare that the information provided above is right to the best of my knowledge.