***SAGAR RAO***

#81/2, 4th Cross, Vinayaka Layout

Immadihalli Main Road, Whitefield

Bangalore – 560066

**Email:** [*saagar.blr@gmail.com*](mailto:saagar.blr@gmail.com)

**Phone: +91 7624939444**

**OBJECTIVE**

Looking for a challenging career which demands the best of my professional ability in terms of technical and analytical skills, and helps me in broadening and enhancing my current skills and knowledge.

**EDUCATIONAL QUALIFICATIONS**

**B.A in Journalism and Psychology (2013 – 2016)**  **62.5%**

***SURANA College, Bangalore***

***BANGALORE UNIVERSITY***

**P.U.C from S.Cadambi Independent College (2009 – 2011) 46.5%**

***PU Board, Karnataka***

**S.S.L.C, Aurobindo VidyaMandir, Bangalore (2008-2009) 58.8%**

**VOCATIONAL COURSES**

Certificate Course in ***‘Life Skills’***conducted by Human Dynamics Education in September, 2013

Certificate Course in ***‘Basic Psychological Counseling’*** in October, 2013

**WORK EXPERIENCE**

**Delivery Coordinator**

**Sphera Solutions Pvt. Ltd**

March 2017 till date

As a Delivery Coordinator my duties are providing online fulfillment of customer orders which includes setting up entitlements and licensing in one or more delivery systems.

I am responsible for more than 10 different applications/products that were offered by Sphera to it’s customers.

**Responsibilities:**

* Processing orders
* Document retention maintenance
* Customer subscription research
* Daily interactions with internal customers – Sales order management, Customer Care, Finance etc.
* Meeting individual and team quality metrics (daily, monthly and yearly)
* Worked extensively on CRM systems like Salesforce.com, Netsuite & Saleslogix
* Checking received requests on Netsuite and making necessary updates on Salesforce & Saleslogix
* Responsible for sending Welcome emails with license/contract information to New Customers or Renewal customers
* Generating License keys for products using the tool provided
* Updating a few applications/products with license/number of users information
* Facilitating temporary extension of maintenance contracts when there are requests from Sales/Renewals

**Senior Customer Care Executive**

**Aegis Pvt. Ltd**

Feb2017 till June 2017

**Job Description**

* Responsible for handling customer calls
* Ticket creation and updation on NovelVox
* Checking customer billing information on NovelVox
* Communicating billing status to the customer
* Working with Sales team for customer requests on renewals/billing
* Troubleshooting issues reported by customers on the phone
* Escalating unresolved issues to the L2 team
* Worked in rotational shifts
* Good documentation skills
* Drafting emails for customer communication

**TECHNICAL SKILLS**

Proficient working with the following:

* **MS Word**
* **MS Powerpoint**
* **MS Excel**
* **C programming**
* **MS Outlook**

**CORE COMPETENCIES**

-Excellent Communication skills – oral and written

-Good knowledge of grammar

-Sound knowledge of Paper layout, writing report and Editing

-Positive approach

-Great attention to detail

-Strong sense of urgency to meet deadlines

-Keen interest in people, facts and events

-Better presence of mind

**EXTRA-CURRICULAR ACTIVITIES**

Actively Participated in Inter-Class and Inter-College debate competitions

**PERSONAL DETAILS**

DATE OF BIRTH : 07th April, 1993

FATHER’S NAME : T. SURESH RAO

LANGUAGES KNOWN : ENGLISH, KANNADA, HINDI

MARITAL STATUS : SINGLE

**DATE: SAGAR RAO**

**PLACE:**