

# Bhavay Kumar Singh

**Address:** RZ-79, S-Block, New Roshan Pura, Najafgarh, New Delhi - 110043.

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## Complaints Specialist

*Excellent interpersonal, communication and relationship-building skills. Listen attentively, communicate persuasively and follow through diligently.*

### Key Competencies

- Team Player
- Customer Acquisition
- Knowledge of Quality Documentation Process
- Complaint Handling
- Problem Solving
- Quality & Productivity Adherence

### Objective

To apply my theoretical and practical knowledge, which I have acquired from my experience throughout my career, to contribute to the progress and growth of the organization, this in turn will allow me to carve a niche for myself in the corporate world.

### Professional

### experience

**Presently working with Nufit Health & Wellness Pvt Ltd as a Sr. Complaints Specialist from June,2019 till date.**

#### Job Profile

- Handling escalations from complaints team
- Case investigation and documentation
- Coordinating with various departments like Sales, Anti-fraud, Legal
- Following inter-department escalation matrix
- Providing resolution to the customer within stipulated TAT

**Worked with 'Home Credit India Finance Pvt. Ltd.' as a Complaints Specialist from Oct,2017 to May,2019.**

#### Job Profile

- Handling escalations from customers via emails and social media
- Handling GRO escalations
- Taking inputs from various departments for rigorous resolution
- Making calls and sending emails to the customer for regular updates

Worked with 'RS Hightech Solution' as a Technical Support Specialist from Aug,2013 to Sep,2017.

**Job Profile**

- Receiving incoming calls from USA customers
- Providing technical support over the remote support
- Resolving any technical issues upfront
- Making calls and sending emails to customers providing resolution
- Handling a team of more than ten executives for about a year.

**EDUCATIONAL QUALIFICATIONS**

DEGREE	INSTITUTION/UNIVERSITY	YEAR	%MARKS
B-Tech (Computer Science Engg.)	Inderprastha Engineering College, Ghaziabad(GBTU)	2013	66%
Class 12 <sup>th</sup>	Shanti Gyan Niketan School, New Delhi (CBSE)	2009	69%
Class 10 <sup>th</sup>	Krishna Model School, New Delhi (CBSE)	2006	85%

**HOBBIES**

- I have a warm flair to remain updated with current affairs.
- I love to travel whenever I get good time.

**PERSONAL INFORMATION**

Full name	Bhavay Kumar Singh
Father's name	Ompal Singh
Date Of Birth	16 January 1991
Gender	Male
Nationality	Indian

**DECLARATION**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place :

Date :

(BHAVAY KUMAR SINGH)