RAVINDER SINGH MAHAR
Current Location: Gurgaon, Haryana, India
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OBJECTIVE

Professional having 2 years of experience in Customer Support. I have done Post graduate diploma in Management and B.Sc.from JK business School, Gurugram and LSM Govt. PG college, Pithoragarh respectively. I have a consistent approach to work that makes me suitable to work in this work domain.

WORK EXPERIENCE

Customer Service Associate, Teleperformance Global Business Pvt. Ltd.	Feb 2025 - May 2025

- Working with clients to solve problems associated with home delivery of products.
- Maintaining the Average customer handling time to better help other customers as well.

Representative Operations, Convergys India Services Pvt. Ltd.	Aug 2024 - Jan 2025

- Helped customers in the Home delivery of Items by using tolls like sales force and other internal tools.
- Maintaining the Average customer handling time to better help other customers as well.

Sr. Executive- Sales, Knest Manufacturers Private Limited	Feb 2023 - Dec 2023

- Researched potential geographical areas to search for potential prospects and convert them into sales.
- Increased company revenue by converting leads into sales thus increased the company revenue by 20%.
- Actively participated and organized promotional events.
- Maintaining cordial relations with the existing customers and informing them about the latest product upgrades.
- Forecasted the sales data by using excel and python to derive meaningful insights in the form of charts and graphs.

EDUCATION

POST GRADUATE DIPLOMA IN MANAGEMENT	2020 - 2022

J.K. Business School, Gurgaon, Haryana, India
Specialization: Marketing Management (Major), Business Analytics (Minor)

BACHELOR OF SCIENCE	2014 - 2017

Kumaun University, Nainital, Uttarakhand, India
(Physics, Geology, Mathematics)

CLASS 12th	2013

Central Board of Secondary Education
(English, Physics, Mathematics, Chemistry, Physical Education)

CLASS 10th	2012

Central Board of Secondary Education
(Mathematics, Hindi, English, Social Science, Political Science)

PROJECTS

Internship Project on 'MAP the Industry in the target countries and Dehumidifier Market size'	Aug 2021
Published health and wellness related website as a Digital Marketing Project.	Aug 2019

ONLINE CERTIFICATION

'Introduction to data analysis using excel'	2025
Certification course in Marketing Management	2024

ADDITIONAL INFORMATION

TECHNICAL SKILLS:
MS -Excel
Data Analytics using Python
Sales forecasting

SOFT SKILLS:
Effective Communication
Problem solving
Quick learner
Active Listening

LANGUAGES:

English
Hindi

DECLARATION:

I solemnly declare that all the above information is correct to the best of my knowledge and belief
DATE: 6/10/2015
PLACE: Delhi, India