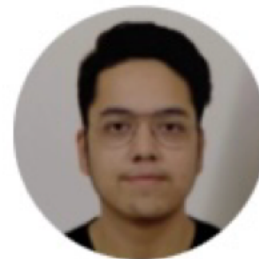


SHUBHAM BHALLA

📞 9891753736 ✉️ bhallashubham13@gmail.com 📍 NEW DELHI-110063



SUMMARY

I am a passionate and detail-oriented professional looking for a job consisting of administration work, data handling or customer facing roles. I am open for any kind of role, which can give me a sense of handling business in a corporate environment and makes me a part of that business ecosystem.

EXPERIENCE

Customer Service Representative

Concentrix

📅 08/2023 📍 Gurugram

Working as a Customer Service Representative in Concentrix under the process named Target, that is a retail company that sells general merchandise, groceries, and more in the United States.

- Maintained maximum customer satisfaction by adopting a Customer-centric approach.
- Worked and pulled up customer order details.
- Delivered highly relevant resolutions to U.S clients regarding order estimated delivery dates.
- Analyzed customer orders and performed audits.
- Provided assistance for technical issues with App or Website.

EDUCATION

Bachelor of Business Administration

Guru Gobind Singh Indraprastha University

📅 2020 - 2023 📍 New Delhi, India

XII (Commerce)

New Era Public School

📅 2019 - 2020 📍 New Delhi, India

X

New Era Public School

📅 2017 - 2018 📍 New Delhi, India

STRENGTHS



Data Management

Exceptional skills in data management and customer satisfaction tactics.



Communication Skills

Ability to communicate effectively and present ideas clearly.



Adaptability

Adaptable and able to manage change effectively.



Problem-Solving

Skilled problem solver with a track record of delivering relevant resolutions.

SKILLS

Ms Excel

Canva

Salesforce

INTERESTS



Sports Activities

Participated in sports activities, mainly, tug of war and cricket, which enhanced teamwork and coordination skills.



Leadership Activities

Involvement in event management and leadership activities through school events like school fete.