

SHUBHAM BHALLA

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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

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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.