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|  |  | GIRWAR  SINGH |
| **Professional summary**  Dedicated and results-driven Senior Associate with 5 years of experience excelling in fast-paced customer service environments. Proven track record of fostering positive relationships, analyzing data, and implementing innovative solutions to drive customer satisfaction and productivity. Skilled in managing multiple projects, resolving inquiries professionally, and leading process improvements. Proficient in communication, teamwork, and working effectively under pressure. Seeking to leverage extensive experience and coordination skills in a Customer Service role. Contact PHONE:  8788012543  EMAIL:  Girwarsingh1998@gmail.com Hobbies Bike Riding  Video games  Traveling skills Communicate Skills  Patience  Teamwork  Time Management  Problem Solving Skills  Customer Service Orientation |  | EDUCATION10 class from army public school 2014 - 2015 with Cbse board 12 class from army public school 2016 – 2017 with Cbse board  **Bachelor of Arts (BA**)  Pursing (distance education) from MDU, Rothak  **Additional Courses**  Diploma in Draughtsman Mechanical  In 2019 from ITI WORK EXPERIENCE **Escalation Manger**  Nov-2023 -currently working Go Mechanic - Gurgaon  Position Overview: An Escalation Handling Agent is a critical member of the customer support or service team, responsible for managing and resolving complex or high-priority customer issues that have escalated beyond the initial support level. This role involves addressing customer concerns with empathy and efficiency, ensuring that each issue is resolved to the customer ’s satisfaction while maintaining company policies and standards.  •Handle escalated customer complaints, concerns, or issues that cannot be resolved by frontline support agents.  •Analyze the nature and root cause of the escalation to provide effective solutions.  •Collaborate with other departments or teams as necessary to resolve complex problems.  • Maintain clear, professional, and empathetic communication with customers throughout the escalation process.  •Provide timely updates to customers about the status of their issues and expected resolution timelines.  •Follow up on unresolved issues and ensure that resolutions are implemented effectively.  •Escalate cases to higher management or specialized teams when necessary.  **Senior Associate**  April 2022 – Nov-2023  I energizer company - Gurgaon  Senior Associate at I energizer Company, India: Delivered exceptional customer service and support while working in a fast-paced environment. Developed innovative solutions that drove customer satisfaction and improved productivity. Utilized strong organizational skills to manage multiple projects and tasks.  •Fostered positive relationships with customers, vendors, and team members.  •Analyzed data to identify trends and develop strategies.  •Resolved customer inquiries in a timely and professional manner.  •Implemented process improvements, driving efficiency and cost savings.  •Produced monthly performance reports for management review.  •Established standard operating procedures for new processes.  •Demonstrated leadership capabilities while managing team projects.  •Worked as Senior Associate for two years.  **Senior** **Process Associate**  April 2021 - April 2022 - Auquall Bpo Services - Gurgaon  Senior Process Associate at Auquall BPO Services (India): I was a part of the team that served clients in the IT, banking, and finance domains. During my tenure, I was responsible for solving complex client queries and ensuring customer satisfaction. My duties included:  •Developing and implementing process improvement initiatives  •Coordinating with various departments to ensure smooth functioning  •Developing and maintaining effective communication channels  •Managing activities related to customer service  •Training new employees on operational procedures  •Contributing to the development of customer-facing materials  •Documenting processes and procedures for future use.  **Customer Service Associate**  July 2020 - April 2021 - One point one solutions -Gurgaon  Highly motivated Customer Service Associate with a year of experience in providing exceptional customer service to customers of One point one solutions, India. Served as an integral member of the customer service team by handling customer inquiries and complaints in a professional manner.  •Answered incoming customer calls  •Monitored customer satisfaction levels  •Resolved customer queries in a timely manner  •Developed strategies to improve customer service  •Provided product education and support  •Maintained updated records of customer interactions  •Explained company policies to customers |