

AMIT GURUNG

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Profile Experienced Senior Contact Center Associate with a proven track record of delivering exceptional customer service, managing complex customer inquiries, and leading a team to achieve performance targets. Skilled in communication and problem-solving, implementing process improvements to enhance customer satisfaction and streamline operations, and managing high-volume chats, and calls efficiently and effectively.

Experience **SENIOR CONTACT CENTER ASSOCIATE** **06/2022 - 02/2023**
DeliverHealth Solutions India Private Ltd, Bengaluru, India

Process: Xfinity, Comcast

- Developed and implemented strategies to reduce customer wait times and increase first-call resolution.
- Collaborated with cross-functional teams to implement process improvements and enhance customer satisfaction.
- Proficient in managing multiple chat sessions simultaneously, ensuring exceptional customer service delivery.
- Experienced in handling escalations from chat agents and resolving complex issues effectively, meeting quality and productivity targets consistently.
- Proven track record of meeting and exceeding chat performance metrics and targets consistently.
- Proactively identified and recommended process improvements to enhance customer satisfaction and loyalty.
- Utilized strong communication skills to resolve customer issues and de-escalate challenging situations.
- Implemented new call scripting and resolution techniques to improve customer satisfaction ratings.
- Proficient in using chat platforms and CRM systems to streamline contact center operations.
- Proven ability to multitask effectively and provide accurate information in a fast-paced environment.
- Effectively handle customer complaints, gathering relevant information, and escalating when necessary for resolution.
- Followed scripts to maintain good call control, met and exceeded daily service quality and performance goals
- Interacted with customers to personalize the shopping experience and build positive rapport.

PRIVATE TUTOR/ HOME TUTOR **04/2012 - 04/2022**

Vidhya Jyoti Institute, Winter, Darjeeling, India

- Managed schedules, communicated with parents, and provided one-on-one tutoring in various subjects.
- Created customized lesson plans and educational materials tailored to each student's learning style.
- Providing individualized instruction and support for students with diverse learning needs.
- Improving student grades and confidence through personalized teaching methods and motivation.
- Analyzed student progress and prepared feedback to improve test results.
- Led private tutoring sessions for students, boosting academic performance and confidence.
- Managed scheduling, payments, and communication with parents to ensure smooth operations.
- Designed customized lesson plans to cater to individual learning styles and needs.
- Implemented a progress tracking system to monitor student development and adjust teaching strategies.
- Oversaw daily office operations, managed staff schedules, and handled employee conflicts efficiently.
- Developed and maintained effective filing systems, ensuring quick access to important documents.
- Administered tests, tracked progress, and provided feedback to students and parents regularly.
- Managed administrative tasks including scheduling, billing, and communication with parents and students.

SENIOR SYSTEM EXECUTIVE **01/2009 – 03/2012**

Cognizant Technology Solutions Pvt. Ltd, Bengaluru, India

- Provide users with technical support for computer problems related to Software Installation, Windows

- Login issues, System performance, and Printer configuration
- Worked and used Tools like AD, Remedy, Remote Desktop Access
- Utilized advanced troubleshooting techniques to resolve complex technical issues efficiently.
- Collaborated with management to develop and implement IT policies and procedures.
- Provided technical support to resolve complex system issues and ensure business continuity.
- Collaborated with cross-functional teams to strategize and execute system improvement projects.
- Collaborated with cross-functional teams to improve service desk operations and customer satisfaction
- Oversaw the deployment and maintenance of service desk tools and technologies
- Provide users with technical support for computer problems related to Software Installation, Windows Login issues, System performance, and Printer configuration
- Working across the customer service spectrum to ensure a consistent and highest-quality level of support
- Supervised and guided new employees on daily Tasks and responded quickly to questions, which improved their understanding of job responsibilities
- Working across the customer service spectrum to ensure a consistent and highest-quality level of support
- Demonstrated consistent hard work and dedication to achieve results and improve operations.

PROCESS EXECUTIVE

08/2007 - 12/2008

Infosys BPO, Bengaluru, India

- Responsible for handling a high volume of inbound calls with professionalism and efficiency.
- Assisted customers with product inquiries, order placement, and resolving complaints or issues.
- Utilized excellent communication skills to build rapport and ensure customer satisfaction.
- Demonstrated problem-solving abilities and ability to manage time effectively in a fast-paced environment.
- Maintained high call quality standards and achieved monthly targets consistently.
- Utilized CRM systems effectively to document customer interactions and provide efficient service.
- Skilled in effectively resolving customer inquiries, issues and complaints on time.
- Proficient in handling a high volume of incoming calls, and providing exceptional customer service.
- Managed a high volume of inbound customer calls for product inquiries and support.
- Provided excellent customer service by addressing and resolving customer issues promptly.
- Maintained accurate documentation of customer interactions and resolutions in the system.
- Collaborated with cross-functional teams to improve customer experience and streamline processes.

ASSISTANT TEACHER

08/2004 - 09/2006

Relling High School, Darjeeling, India

- Organized and maintained classroom materials, supplies, and resources to ensure an optimal learning environment.
- Provided one-on-one support to students needing additional help with classwork or assignments.
- Collaborated with other teaching staff to create and facilitate educational activities and events.
- Utilized positive reinforcement strategies to manage classroom behavior and build student confidence.
- Assisted lead teacher in creating and implementing lesson plans for a diverse student population.

Core Qualifications

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| • Communications Skills | • MS Word and Excel | • Customer Service |
| • Incident Reporting | • Technical Support | • Telephone Etiquette |
| • Call Handling | • Team Handling | • Call Centre Operation |
| • Organized and reliable | • Detail-orientated | • Team Player |

Education **M.A, Political Science, May, 2007**
University of North Bengal, Siliguri, WB, India

Diploma, Office Computing, MAY, 2002
ZED POINT, Darjeeling, WB, INDIA

Languages **Nepali, English, Hindi**