
Siddharth

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PROFESSIONAL SUMMARY

- Personable Customer Service Executive offering over 1 year of experience. Willing to go extra mile and treat customers with high levels of respect for best-in-class service. Dedicated to reliability, resourcefulness and efficiency.

WORK HISTORY

July 2021 - June 2022

- **Customer care executive**
Teleperformance Mohali, Punjab, India
Coordinated timely responses to online customer communication and researched complex issues.

Collected customer information and analyzed customer needs to recommend potential products or services.

Explained online self-help options to customers to promote additional

and after-hours support choices. Provided excellent customer service by efficiently resolving issues and responding to inquiries.

Took ownership of customers issues to follow problems through to resolution. Offered free products or services to pacify irate or unsatisfied customers.

Communicated with customers to identify needs and expectations. Helped large volume of customers every day with positive attitude and focus on customer satisfaction.

EDUCATION

2016

- **Army Public School, Bengdubi, Darjeeling, West Bengal**
High School
85.60%

2016-2019

- **IEC University, Himachal Pradesh, India**
Bachelor of Arts (General)
70%

May 2023 - April 2024

- **Sheridan College - Hazel MacCallion Campus**
Human Resources Management

SKILLS

- Communication Skills
- Project Management Skills
- Leadership Quality
- Efficient Service
- Conflict Mediation
- Customer Service
- Exceptional Organizational Skills
- Quality Assurance
- Crisis Management

INTERESTS

- Reading Novels
- Basketball
- Travelling
- Volunteering

LANGUAGES

- English

- Hindi

ACHIEVEMENTS

- Represented Army Public School, Bengdubi, Darjeeling in Basketball in 12th standard and won the Most Valuable Player award in clusters tournament in Kalimpong, Darjeeling.