

ABHISHEK KUMAR SHARMA

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CAREER OBJECTIVE

Customer-focused professional with a proven track record in client care and technical support and exceptional customer satisfaction skills, seeking the role of Technical Support. Eager to utilize exceptional communication skills, problem-solving abilities, and technical expertise to deliver superior service and enhance customer satisfaction.

WORK EXPERIENCE

Customer Service Associate(L2) | Teleperformance

April 2023 – September 2024

- Provided expert technical and functional support to external clients across various channels including VoIP phone ensuring timely and courteous assistance to Flipkart Customers.
- Proficiently managed escalated customer issues, ensuring timely resolution while maintaining high levels of customer satisfaction.
- Handled both inbound and outbound calls related assistance.
- As per Inbound related assistance I am skilled at handling all the general queries and expertise in handling customers from all domains.
- Later I was moved to the Outbound queue as an L2 associate where I handled escalation issues where tickets were assigned and closely collaborated to get such tickets resolved. Managed ticket count and kept a track of everything in the day-to-day tasks assigned.
- Skilled at managing sellers, supporting related queries guiding seller's ways to maximize their sales and also listing practices and at Catalog Masking processes as well.
- Pursued continuous improvement in client service skills through ongoing training and self-development efforts.

Skills Summary:

Client care, technical support, Communication skills, Problem-solving, Client satisfaction, Training, Proactivity, Interpersonal skills, Operating systems, Product knowledge, Escalation tickets, Service Now, Performance Monitoring.

KEY SKILLS AND COMPETENCIES

Excellent verbal and written communication skills

Proficient in technical troubleshooting and problem-solving

Worked on ticketing tools like Service Now and Remedy.

Strong focus on customer satisfaction and relationship management

Effective organization and time management abilities

Proactive approach to learning and self-improvement

Comprehensive understanding of application software and operating systems

Skilled in documenting interactions and tracking communication

Collaborative team player with a commitment to continuous improvement

Familiarity with Microsoft Tools – Word, Excel, Advanced Excel, PowerPoint, Visio, Access.

Worked on Python libraries like Pandas, NumPy, Matplotlib, NLP, Rave, Genism and many other.

Worked on Data Visualization tools like Power BI and Tableau.

Efficient in handling SQL Queries, MSSQL.

Skilled on Technical support related queries like Root Cause Analysis, Incident Management, Remote Assistance, System Downtime Minimization, Connectivity Issues, Technical Documentation, VPN troubleshooting, MS Office 365 issues, Outlook Management, Creation of Distribution lists and Shared mailboxes.

SKILLS

Complaint Management, Information Management, Communication, Requirements Analysis, Continuous Improvement, Issue Resolution, Problem Solving, Billing, Time Management, Customer Relationship Management, Escalation Management, Technical Support, Decision Making, Growth Mindset, Stakeholder Management, Inclusive Leadership, Microsoft Office proficiency (Word, Excel, PowerPoint, Visio, Access), SQL

ACADEMIC QUALIFICATIONS

- **Bachelor of Commerce, Kolhan University** 2017 – 2022
- **Intermediate of Commerce, Kolhan University** 2015 - 2017
- **Matriculation, Kerala Public School** 2015

CERTIFICATIONS

Data Analytics (April 2023- July 2024): SkillEdge

Managed several projects within the specified timeframe, encompassing tasks related to big data management and healthcare data analysis. Utilized advanced Python libraries to develop, train, and test models, subsequently implementing them in real-time scenarios. Employed Power BI, a data visualization tool, to craft insightful dashboards, charts, and conduct frequency analysis, enhancing data interpretation capabilities.