

# SHASHANK GUPTA

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## PROFESSIONAL SUMMARY

Highly motivated customer care executive with a proven track record of creating a positive impact within organizations. Recognized for the ability to effectively communicate and handle clients, consistently delivering exceptional customer service. Strong skill set has established a solid reputation and made valuable contributions to previous organizations.

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## WORK EXPERIENCE

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| <b>Customer Care Executive ,</b>   | <b>Oct 2023 - Mar 2025</b> |
| <b>Teleperformance Global Services Private Limited indore</b>  |                            |
| <ul style="list-style-type: none"><li>• 1.5 year experience</li><li>• Enhanced customer satisfaction by resolving inquiries effectively and efficiently.</li><li>• Ensured accurate record-keeping by diligently documenting all interactions within internal CRM platforms.</li><li>• Identified audit parameters to comply with quality standards.</li></ul> |                            |

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## EDUCATION SUMMARY

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| <b>Bachelor of Commerce, APS University</b>  | <b>July 2020 - Aug 2024</b>   |
| <b>XII , MP Board Commerce</b>   | <b>July 2019 - April 2020</b> |
| <ul style="list-style-type: none"><li>• Medium- English</li><li>• Result - 76.4%</li></ul> |                               |

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## SKILLS

- GST Financial Accounting Expertise with Tally Prime
- Client Relationship Management
- Effective Writing Skills
- Professional English Communication
- Skilled in Document Creation with MS Word
- Skilled in PowerPoint Design and Delivery
- Excel Data Management
- Leadership Skills

## CERTIFICATIONN

- Financial accounting with Tally Prime, Talysiksha
- Customer relationship management, Great Learning
- Writing skills, Great Learning
- English for professional, Great Learning