



Azel Singh

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Address: F-2,B-23,Dwarka Apartments-3, Dilshad Extension
-2,DLF, Sahibabad Ghaziabad,UP

Career Objective

“To be a part of an organization that will utilize my knowledge and skills, encourage me in growth along with the growth and expansion of the organisation in the dynamic environment”.

Personal Attributes

- Good English Communication skills both verbal and written
- Strong Interpersonal Skills
- Ability to leverage relationships
- Tech savvy with hands on approach to learning new tools and processes

Work experience

Focus Imaging And Research Centre
Customer Care Representative

September 2015 — March 2016

- Worked in Healthcare services
- Resolved patient queries
- Handled calls
- Placed appointment with the patients
- Dispatched patients reports

Bullmen Realty Pvt. Ltd.
Senior Business Development Executive

November 2019 — March 2020

- Brand promotions
- Explain the customers - product offers / benefits
- Promoting the products
- Customer follow-up
- Generating new leads through Tele calling
- Identifying clients requirements and offering the best suited project to clients through tele calling

Christian Global Net Services Pvt. Ltd.
Assistant Manager

February, 2022 — March, 2022

- Outbound calling to various Church heads and institutions

- Lead generation from the outbound calls
- Social Media Marketing(Facebook marketing, LinkedIn Marketing, Instagram Marketing)
- Search Engine Optimisation (Local/National)

BPO CONVERGENCE PVT. LTD.

March, 2022 — Present

Customer Care Representative

- To effectively and efficiently take inbound calls and E-mails related to client queries,request, complaints
- Ask probing questions to identify customer issue or concern.
- Knowing when to escalate an issue or concern
- Handle all calls with customers so that the customer is 100% satisfied when the call ends
- Maintain customer satisfaction ratings outlined in company policy
- Performing a variety of tasks to prevent financial loss by blocking or placing security holds on accounts, placing lost/stolen statuses on debit and credit accounts, and forwarding fraud and dispute information to the appropriate parties
- Initiating fraud claims and providing information on existing fraud and dispute claims

Education

Masters Of Business Administration

2019 — 2021

Swami Vivekanand Subharti University

Bachelor of Commerce

2012 — 2015

Sunrise University, Alwar

12th

CBSE

10th

CBSE

Qualifications

Certificate in Tally.ERP 9

Interests

- Travelling
- Meeting new peoples
- Adventures
- Playing Games

Personal Details

Email id- singh.azel@gmail.com

Date of birth- 28,May,1994

Nationality- Indian

Marital Status- Single

Religion- Christian

Languages Known- English And Hindi

Father's Name- Mr. Arun Singh

Address-F-2,B-23, Dilshad Extension-2, DLF, Sahibabad Ghaziabad, UP

Declaration

I hereby declare that all the information given by me in this resume are true to the best of my knowledge.

Date:

Place:

Your's faithfully

Azel Singh