



NEELESH DAGAR

Customer care professional

Professional Summary

I'm an experienced customer care professional, representative with an excellent track record of resolving complex issues quickly and winning customer loyalty.

EMPLOYMENT HISTORY

VARUN BHAL - FREELANCE MARKETING 3 MONTHS

CLAIM THERAPIST (ANH TECHNOLOGIES PVT. LTD.) CLIENT RELATIONSHIP MANAGER (CRM MANAGER)

DATE OF JOINING - 26TH MARCH 2022 TILL 2ND JUNE 2022

- CUSTOMER RELATION MANAGEMENT
- MANAGING A TEAM OF 25

AP TELESECT PRIVATE LIMITED. CUSTOMER CARE PROFESSIONAL

DATE OF JOINING-1ST MAY 2017 - 19TH OCTOBER 2021

- HANDLED INCOMING CALLS
- TROUBLESHOOT TECHNICAL ISSUES
- WORKED WITH TEAM TO HANDLE CUSTOMER COMPLAINTS

VASUMATI FOODS PRIVATE LIMITED - CUSTOMER RELATION MANAGER

DATE OF JOINING 2016 - 24TH APRIL 2017

- Building and maintaining profitable relationships with customers.
- Create positive relationships with new clients to help increase the customer base.
- Collaborate with marketing and sales teams.
- Overseeing the relationship with customers.

Marketing Specialist, Volunteer

- NIRDHAN KANYA SEVA SAMITI
- JAN-2016-Present

EXCEED ENTERTAINMENT - FREELANCE

DATE OF JOINING - MAY 2015 - MAR 2022 · 6 YRS 11 MOS

ADDITIONAL INTERESTS

- Travel
- Creative content(art, ballet,musicals,theatre etc)

ACCOMPLISHMENTS

- Attained perfect customer service ratings for 3 years in a row
- Basketball state player
- Member at Gotham Archery in NYC
- worked as a model for numerous prints and commercials

HIGHLIGHTED SKILLS

- Conflict Resolution
- Excellent Communication Skills
- Service and Support
- Strong Work Ethic
- Great Attention to Detail
- Team Management Skills
- ms office

CONTACT DETAILS

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Education Background

Arunachal University of studies

Bba bachelor in Business Administration, 2016
CGPA 7.1

the Lee Strasberg theatre & film institute, new york.

2018
acting course - 4 months