



Jatin Mamgai

ASSOCIATE CUSTOMER
EXPERIENCE (VOICE)

Details

k-121,palika awas sarojini nagar,
sarojini nagar
Delhi, 110023
India
7017223438
mamgai56@gmail.com

NATIONALITY
Indian

DATE OF BIRTH
03/10/1995

Skills

Critical thinking and problem
solving

Effective Time Management

Ability to Multitask

Customer Service

Ability to Work in a Team

Computer Skills

Fast Learner

Time Management

Adaptability

Dedicated team player

Problem Solving

Ability to Work Under Pressure

Languages

English

Hindi

Profile

To start my management career by joining a well-established organization and grab good career advancement through large efforts and innovative work techniques. Enthusiastic and reliable Sales Associate, dedicated to providing excellent customer service with a smile. Organized, detail oriented, and experienced in properly handling customer inquiries and transactions. Dedicated to increasing sales by providing the ultimate customer experience.

Employment History

Associate customer experience(voice), Angel one Ltd., New Delhi

JUNE 2021 – PRESENT

- Worked to achieve high customer satisfaction rates by providing optimal customer service and creative tattoo work.
- Worked to ensure a positive and hassle-free customer experience.
- Helped to increase customer return rates by providing excellent customer service at all times.
- Solving all type of query's ,like- Trade, KYC , Technical, Advisory etc.
- Prevented long waits by quickly and carefully ringing up items, adding to the hassle-free experience of the customer.

Customer service and HR excuitve, Southland (Louis), Noida

JANUARY 2020 – MARCH 2021

- Worked to ensure quality service and addressed and resolved all customer issues.
- Documentation work.

Associate sales consultant, Policy bazaar.com, Gurgaon

JUNE 2019 – NOVEMBER 2019

- Established sales goals by forecasting annual sales quotas and projecting expected sales volume for existing and new products.
- Identified and maximized sales opportunities, and increased customer retention rates.
- Selling Term insurance.

Education

10th, Navyug school, New Delhi

MARCH 2012

12th, Navyug School, New Delhi

MARCH 2014

BBA, Uttaranchal University, Dehra Dūn

JULY 2014 – JUNE 2017

Marketing

M.B.A, Kumaun University, Nainital

JULY 2017 – MAY 2019

Marketing & HR

Internships

Education counselor, WhizDom Educare , New Delhi

MAY 2016 – JULY 2016

Mutual Fund, Karvy Stock Broking Ltd, Nainital

Hobbies

Travelling, Listening music,
Playing cricket

MAY 2018 – JULY 2018

SKILLS

Knowledge of Stock market , Insurance, Mutual fund,Investment Advice,Time Management,Product & Service Knowledge, Etc.

Extra-curricular activities

Actively participated in different activities like organizing different events in school and college level and local cleanliness drives and event management and many more.

JATIN MAMGAI