

SAGAR PAUL

@ paul6sagar@gmail.com

971551705408

DUBAI



Objective

I seek challenging opportunities where I can fully use my skills for the success of the organization.



Experience

Tata croma Infiniti retail PVT LTD

18/07/2022 - 31/05/2023

Customer service desk

- Serves customers by providing product and service information and resolving product and service problems.
- Attracts potential customers by answering product and service questions and suggesting information about other products and services.
- Recommends potential products or services to management by collecting customer information and analyzing customer needs.
- Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.

Udbodhon consultant Pvt Ltd

09/11/2020 - 30/06/2022

Computer operator

- Responds to incoming telephone calls, email, and voice mail inquiries from internal customers (within IT department) regarding computer-related problems.
- Resolves user problems by answering questions and requests.
- Maintains client confidence and protects operations by keeping information confidential.

Tech Mahindra PVT LTD

16/03/2018 - 01/04/2019

Customer service associate

- Responds to customer inquiries by understanding inquiry; reviewing previous inquiries and responses; gathering and researching information; assembling and forwarding information; verifying customer's understanding of information and answer.
- Maintains customer relationship by responding to inquiries; documenting actions.
- Accomplishes customer service and organization mission by completing related results as needed.



Education



West Bengal State University

2017

Bachelor of commerce

47%



Skills

Strong Communication & Presentation skills

Leadership and Teamwork

MS OFFICE



Achievements & Awards

Tata Croma (Infiniti retail PVT LTD) Pillar of the month

Tech Mahindra PVT LTD Bravo and spot



Languages

English

Hindi

Bengali