



Shubham Mathur

Nationality: Indian **Date of birth:** 22/02/1994 **Gender:** Male

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Home: Om Vihar Phase 2 Sector 23A, 122017 Gurgaon (India)

WORK EXPERIENCE

Assistant Manager

Concentrix Daksh Services PVT. LTD. [16/04/2018 – Current]

City: Gurgaon

Country: India

Roles & Responsibilities:

- High performance delivery on all quality parameters including Delivery, CSAT, Quality Scores etc.
- Providing coaching and feedback to the team performing low on weekly basis on selective parameters.
- Providing mentorship to new hires and sharing effective knowledge by cascading all the client/quality updates.
- Ability to manage and support a team.
- Data collection, analysis and reporting.
- Meet all agreed client SLA's and performance parameters.
- Maintain the shrinkage and attrition of the team to the prescribed limit as per organizational guidelines.

Technical Support Executive

Teleperformance India PVT. LTD. [06/01/2017 – 07/01/2018]

City: Jaipur

Country: India

Roles & Responsibilities:

- Resolving customer complaints brought to the attention related to Microsoft Windows & Office suites.
- Providing & maintaining quality service to the end-user.
- Possess excellent product knowledge to enhance customer support.
- Resolving end-users queries with a professional approach and provide information about products & services.

Area Sales Manager

SARSO BIZNET INTERNATIONAL PVT. LTD. [10/10/2013 – 11/11/2016]

City: Jaipur

Country: India

Roles & Responsibilities:

- Engaged in superior customer service by making information readily available.
- Researched client base to find new types of customers and sold the product to them accordingly.
- Analysis of market and created plans for engaging the targets.
- Managed a team of 50+ people and trained them with the art of selling.
- Contributed to the team effort by accomplishing related results as needed.
- Think strategically, saw the bigger picture and set the objectives in order to develop and improve the business.

EDUCATION AND TRAINING

Master of Business Administration (International Marketing)

IU International University of Applied Science [11/2021 – Current]

Address: Frankfurter Allee 73a, 10247 Berlin (Germany)

Website: <https://www.iu.org/en-in/master/international-management/>

Bachelor of Technology

SunRise University [2012 – 2016]

Address: Bagar Rajput, 301028 Alwar (India)

Website: <http://www.sunriseuniversity.in/>

Field(s) of study: Electrical Engineering

Final grade: 63.64%

Senior Secondary School (12th Grade)

SRN International School [2011 – 2012]

Address: SRN Marg Ram Nagariya Rd, Jagatpura, 302025 Jaipur (India)

Final grade: 78.60%

Secondary School (10th Grade)

SRN International School [2009 – 2010]

Address: SRN Marg Ram Nagariya Rd, Jagatpura, 302025 Jaipur (India)

Final grade: 8.4 (CGPA)

LANGUAGE SKILLS

Mother tongue(s): **Hindi**

Other language(s):

English

LISTENING C1 READING C1 WRITING C1

SPOKEN PRODUCTION B2 SPOKEN INTERACTION B2

HONOURS AND AWARDS

Participated in Entrepreneurship and Motivational sessions by Vivek Bindra

Bada Business [05/2019]

Participated in Six Sigma Yellow Belt Training

Delivery Excellence [02/2020]

Participated in Entrepreneurship and Motivational sessions by Vivek Bindra

Bada Business [08/2020]

Participated in Online Six Sigma Green Belt Training

VALUE enablers Pvt. Ltd. [11/2022]

COMMUNICATION AND INTERPERSONAL SKILLS

Confident and possess strong leadership and decision-making skills

Ability to produce best results in tricky situation

Good Written and Verbal Communication Skills

Ability to work as a team as well as an individual

Supervisor, Instructor and Team Player

Worked with wide range of clients to assess areas for improvement in customer service

Develop strategies for implementation to increase customer experience