

Personal Information

Anirudh Kadam

Address – A – 301, Rosy View, Near Cross Garden, Station Road, Bhayandar West, Thane – Mumbai – Maharashtra – India - 401101

Hobbies – Cycling – Trekking and Listening of Music and Podcast

Languages Known – English – Marathi – Hindi

Date of Birth – December 26th 1999

Email Address – kadamanirudh07@gmail.com

Contact Details - 7900075961

Educational Qualifications

Secondary School Certificate.

Passing Year – March -2015

Passing Score & Grade – Second

Percentage – 56.00

Institution – Our Lady of Nazareth High School & Jr. College

University & Board – Maharashtra State Board of Secondary & Higher Secondary

Higher Secondary Certificate

Passing Year – February -2017

Passing Score & Grade – First

Percentage – 62.00

Institution – Our Lady of Nazareth High School & Jr. College

University & Board – Maharashtra State Board of Secondary & Higher Secondary

Graduation

Passing Year – November-2020

Passing Score & Grade – Second

Percentage & CGPI – 6.33

Institution – Oriental College of Commerce and Management

University – University of Mumbai

Professional Summary

Skilled customer service professional with 18 Months of successful management experience. Dedicated to bettering the customer experience with reliable product education, timely assistance, helpful feedback, and respectful conflict management response.

Confident communicator with the ability to lead colleagues, respond to customer inquiries, and mediate conflict.

Enthusiastic and personable individual who enjoys working with people and building long-lasting relationships and product loyalty. Passionate about creating organizational success and bettering brand reputation through serving customers in a truly memorable way.

Skills

Accomplished communicator who understands the value of listening, thoughtful responses, and objectivity.

Confident conflict mediator with the proven ability to reach solutions that are beneficial for both customer and company. -Enthusiastic leader with a personable and trustworthy character to motivate fellow colleagues and team members.

Willing to learn about new products, and committed to providing product information in a way that is honest, tactful, and memorable.

Strong organizational skills with the ability to multitask to ensure deadlines are met and customers are treated in line with required policies and procedures.

Work Experience

Customer Service Associate – Teleperformance Business Services India Limited

2021 - 2022

Working a team of 45 customer service associates and set the precedent for established customer service policy.

Communicate with customers who have escalated issues to determine beneficial resolution and ensure timely follow-up to verify that complaints have been addressed and satisfied.

Collaborate with colleagues to determine areas for improvement, review departmental performance, and develop ideas for better service to customers.

Present quarterly reports to executive management detailing the performance and success of the team, budgetary concerns, and implementation of new policies.

Responsible for Interaction with TSO & Other Authorities for clarification purposes

Maintaining of Records with Clients Interaction and following up with Team Leads and Higher Authorities with the same