

AMIT MAJHI

CONTACT

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PROFILE

Looking for a good opportunity in an organization that provides continuous challenges & growth prospects that will help me to achieve the organizational goal by contributing significantly to the organization, using my educational & interpersonal skills to the best of my ability & to the entire satisfaction of the concern.

SKILLS

- **Experienced:** Customer service professional with 5+ years in call centers and hospitality services
- **Efficient:** Adept at handling various calls on a daily basis, while consistently resolving client issues in a short time span
- **Skilled:** Possess exceptional customer service skills, with customers regularly commending on received support
- **Bilingual:** English, Hindi and Bengali, Able to provide clear customer service in these languages

EXPERIENCE

TELEPERFORMANCE, AMAZON- CCE (September 2015 – January 2016)

- Handle 50+ customer interactions per day, giving detailed, personalized, friendly, and polite service to ensure customer retention
- Memorized system and services to be able to answer all customer questions quickly and efficiently.
- Trained new employees in customer service script, conflict resolution.

AIDA FOODS PVT. LTD.

FAT LULU'S BAR AND RESTAURANT- Captain (MARCH 2016 – JUNE 2018)

- Overseeing several aspects of running a restaurant business
- Ensuring cleanliness of restaurant
- Make schedule for meeting with third partners
- Managing staff and maintaining relationship with suppliers

BIG FAT AND SANDWICH RESTAURANT- Captain (NOVEMBER 2018 – MARCH 2020)

- Handle daily customer complaints and make sure of keeping good relationship
- Work on daily reports
- Managing staff

EDUCATION

- B.A Hons. Through Delhi University.
- 10th through CBSE board
- 12th through CBSE board

AREAS OF EXPERTISE

- STRONG COMMUNICATION SKILLS AND CRM.
- TEAM BUILDING.
- HIGHLY ADAPTABLE.
- FLEXIBLE WITH WORK AND TASKS.
- QUICK LEARNER.
- LEARNING AND DEVELOPMENT
- TEAM MANAGEMENT.

PERSONAL INFORMATION

DATE OF BIRTH: 11TH FEB 1992

MARTIAL STATUS: MARRIED

GENDER: MALE

NATIONALITY: INDIAN

PERMANENT ADDRESS: T113
BALJEET NAGAR, NEW DELHI
110008

LANGUAGES KNOWN:
ENGLISH, HINDI, BENGALI

- Hiring, training, and managing employees and ensuring customer satisfaction
- Approving leaves and overtime of employees
- Overall responsibility for coordination and execution of all Catering functions.

REDICAF

HR- RECRUITER (DECEMBER 2020 – September 2021)

- Partnering with hiring managers to determine staffing needs.
- Screening resumes.
- Performing in-person and phone interviews with candidates.
- Administering appropriate company assessments.
- Performing reference and background checks.

CALIBER CONSULTANT

RECRUITER/DIGITAL MEDIA COORDINATOR (NOVEMBER 2021 – FEBRUARY 2022)

- Develop, implement and manage our social media strategy
- Measure the success of every social media campaign.
- Stay up to date with latest social media best practices And technologies.

DECLARATION

I hereby declare that all the information is true to the best of my Knowledge.

AMIT MAJHI