

AKSHAY SALUNKE

Senior Executive



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Address: Nakshatra Aangan B-702, Pirangut, Pune.

EDUCATION

High School Certificate (HSC), Navbharat Jr. College, NDA Rd, Shivane, Pune - 411023
2008-2009

Secondary School Certificate (SSC), Secondary school and Jr. College, Bhilavadi Maharashtra.
2006 - 2007

EXPERTISE

- Management Skills
- Digital Marketing
- Negotiation
- Critical Thinking
- Communication Skills
- Digital Marketing
- Negotiation

LANGUAGE

- English
- Marathi
- Hindi

PROFILE

Seasoned customer service and management as well as technical support representative role with more than 5 years of experience in fast-paced industries. Excellent listening and communication skills. Very good at understanding customers and provide the resolutions relatively. Track record of achieving exceptional results in target achieving and productivity

WORK EXPERIENCE

Sr. Executive - Wipro technologies.

10/2022 - 09/2023

- Responsibilities:
- Project handling from scratch to finish.
- Communicate with customer and sales to confirm the order purchase.
- Execute the order in the Salesforce.
- Contact the Design team and make sure they confirm the crucial details with the customer and update in the SNOW.
- Contact the shipping department and make sure the order is shipped and then coordinate with the shipping company for the successful delivery.
- Contact the technical department and make sure the installation is completed successfully. (Live communication with on field technician as well as with the customer's IT team for the smooth and successful installation.
- Make sure salesforce is updated with every minute details.
- All communication media- Teams, Avaya, Outlook .
- Inbound, outbound and always available.

ADDITIONAL SKILLS

- Microsoft Office: Microsoft Word, Excel, Access, office 365
- OS Knowledge : Windows, Linux
- An excellent quick learner.
- Basic knowledge of Block chain, Python, Azure, Active directory, Crypto.

PERSONAL INFORMATION

- **Full Name:** Akshay Rohidas Salunke.
- **Date of Birth** 24/07/1991.
- **Sex:** Male.
- **Nationality:** Indian.
- **Marital Status:** Unmarried.
- **WhatsApp Contact :-** +91 9175785040
- **Email ID:** Akshay.ots@gmail.com

Representative Technical Support, Operations – Concentrix / Convergeys

09/2020 – 07/2021

Responsibilities:

- Provide a technical support to the Pro warranty customers : LOB – Corporate (Latitude).
- Help with hardware and software related issues.
- Windows troubleshooting.
- Drivers fix/troubleshooting.
- Help with Office setup and logging issues.
- Order Management.
- Help to resolve outlook related issues.
- Create a case and try to resolve it in a single call. Reduce RCR.
- Help team members with any difficulties and help to achieve targets.
- Escalate issues to the concerned dept., if needed.
- Build a healthy and positive relation with the customer with correct and rapid resolution response.

CS Associate (ABG) NA, Amazon Development center, Viman Nagar, Pune

04/2016 – 08/2018

Responsibilities:

- Answer customers queries regards to their business accounts and resolve them.
- Order capturing, tracking, and fulfilling customers orders.
- Resolve order related issues, Order management.
- Provide information about new offers and benefits to business clients.
- Maintain good relationship with customers.
- Keep follow ups for unsolved issues with related teams as well as with customers.

Sales executive – Operations, Perfect fitness club, Sinhagad Rd, Pune

12/2014 – 02/2016

Responsibilities:

- Approach customers explain them benefits and sale the membership.
- Determine price schedules and discounts.
- Maintain data of the clients and update the membership on time.
- Resolve customers complaints, inquiries.
- Focus on upscale of sale.
- Maintain good relationship with customers and employees.

OTHER : I used to organize small events like promotional activities or manage small parties in local areas.

Date :

Place : Pune

Signature:_____