

CURRICULUM VITAE

PRADEEP CHOUDHARY

District – Faridabad (Haryana) - 121101

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Career Objective:

To achieve high career growth through a continuous learning process and keep myself dynamic, visionary and competitive with the changing scenario of the world. Experienced in Business Analyst & Customer Support Operations with bringing 4+ years of experience with great communication skills to address diverse needs. Smoothly mitigate customer conflicts through calm, level-headed strategies. Responsive and resilient team player with adaptable and resourceful mind

Work Experience: -

❖ Business Analyst/Customer Support Operations - Jan 2018 to Till Date at Online Perfumes Private Limited

- Responsible for client and customer relationship management to assure satisfactory service and speedy problem solving
- Responsible for Leads/supports cross-functional project teams to implement operational improvements.
- Implementing & driving the quality improvisation while working across different functions and display strong analytical & quality management skills
- Responsible for Team Handling & Help in hiring and providing training to newly joined candidates
- Responsible for maintaining relationships with vendors & maintaining the Data
- Responsible for punching orders
- Worked with order to check and resolve the issues of customers Also worked with Rejection team to control the highest rejection and make profitable business
- Working on feedback of clients and customers about the process and make changes for the same
- Daily Report on developments & activities of the clients and customers to the senior management
- Responsible for maintaining relationships with clients.
- Our clients-Payback,Loyalty Rewards,Jubilant Industries, Jet Privilege,, Vouchagram (Voucher World), Dupont, Easy Rewards, Pioneer, B2B Roots, Okaya power, FMC Red club .

❖ Frontend Executive at Hotel Radisson Blu Sec. 18 Noida

Sep 2015 to Jan 2016

Skills -

- Oral and written communication

- Interpersonal and consultative
- Facilitation
- Analytical thinking and problem solving
- Being detail-oriented and capable of delivering a high level of accuracy
- Organizational Skills
- Knowledge of business structure
- Stakeholder analysis
- Requirements engineering
- Costs benefit analysis

Education Qualification: -

- 10th Passed from C.B.S.E., Delhi.
- 12th Passed from N.I.O.S., Delhi.
- B.B.A - H.M. from HNB Garhwal University, Srinagar.

Technical Qualification: -

- Advanced Knowledge of Computers including MS-Office (Word, Excel, PowerPoint) & Internet.
- Tech- Savvy

Personal Details: -

Father's Name	: Mr. Dhanvir Singh
Date of Birth	: 23/01/1993
Nationality	: Indian
Sex	: Male
Marital Status	: Single
Language Known	: English & Hindi
Hobbies	: Playing Basketball & Listening to Music

DECLARATION: -

The information furnished herein is true to the best of my knowledge and belief.

Date :

Place : **(PRADEEP CHOUDHARY)**