



PRASAD BHUSHAN SHIVALIKAR

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Patient professional talented at assisting customers with questions and concerns, entering and updating customer details and managing escalated issues. Enthusiastic and service-oriented individual with exceptional communication and multitasking abilities.

Professional Experience

TELEPERFORMANCE GLOBAL SERVICES PRIVATE LIMITED (FEB - 2023 – AUG - 2023)

Sr. Customer Service Associate - US Banking Process (Escalation Tier 2 Agent)

- Prolific written communication skills to support customers with ease.
- Efficiency to offer relevant and satisfactory solutions to the customers.
- Efficiently taking note of queries and requests.
- Maintenance of log for customer interactions, transactions, and comments.
- Suggest effective and prompt solutions.
- Protecting brand image and reputation in the market.
- Effective communication via mail.
- Maintaining positive repo with the customers throughout the conversation.
- Ability to work on CRM systems and practices.
- Respond to Emails within a specific timeframe

Legacy Smart Employment Services (TECOM GROUP- DDA.) (UAE-DUBAI) (April 2022 - January 2023) Call Center Agent

- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Assisted customers by answering questions and responding to inquiries.
- Learned and maintained in-depth understanding of product information, providing knowledgeable responses to diverse questions.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Responded to customer calls and emails to answer questions about services.

LIFE INSURANCE CORPORATION OF INDIA (March 2019 - November 2021) LIFE INSURANCE ADVISOR

- Help's in promoting and selling of insurance products and services to its customers
- Business Development tactics needs to be pursued aggressively
- Public-relation (PR) building exercise should be given significant importance
- Well-planned strategies and plans needs to be chalked out
- Marketing strategies needs to be drawn and re-drawn from time to time, keeping in mind the customer preferences
- General awareness about the markets
- Promotion of insurance brands needs to have a carefully drawn roadmap
- Needs to have good relationship including good rapport with his/her existing and prospective clients

Education

Mumbai University 05/16 -
Bachelor of Management Studies (BMS) - A 05/19

- 70%

IC38INSURANCE INSTITUTIONS OF INDIA 05/19 -
LIFE INSURANCE ADVISOR - A 03/21

Key Skills

- Time management• Verbal communication.
- Active listening
- Self-confident, dreams to raise very high ability to achieve set goals• Quick learner
- Good leadership skills
- Responding to Difficult Customers
- Calm and Professional Under Pressure
- Customer Communication
- Efficient and Detail-Oriented
- Understanding Customer Needs
- Agent Support
- Inbound and Outbound Calling