

# Ashish Shakya

## Sales & Customer Service Specialist

To acquire the challenging position where my creativity, energy and experience can be applied with a new learning experience.



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## WORK EXPERIENCE

### Customer Service Executive VSYNERGIZE OUTSOURCING PVT,LTD

04/2012 – 12/2013 *Pune, Maharashtra, India*

#### Achievements/Tasks

- providing help and advice to customers.
- investigating and solving customer's problems that have been passed on by customer service assistants.
- communicating courteously with customers by telephone, email.
- enrolling customers for client's project.
- giving support to clients by passing the assured interests of customers.

Contact: [info@vsynergizeoutsourcing.com](mailto:info@vsynergizeoutsourcing.com)

### Customer Service Executive - Operations Credence Resource Management Private Limited

06/2014 – 09/2015 *Pune, Maharashtra, India*

#### Achievements/Tasks

- Increased the revenue by 12% by collecting outstanding debts on behalf of our client.
- negotiating with customer for payment plans.
- counselling customers to pay off their debts.

Contact: [info@credencerm.com](mailto:info@credencerm.com)

### Event Expert European Business Conferences Group

08/2016 – 12/2017 *Kathmandu, Nepal*

#### Achievements/Tasks

- Increased the number of delegates by 15% by improving customer service.
- helping in preparing agenda of the events by coordinating with event producers.
- Ensured that new clients will grow into a loyal customer base by implementing a new loyalty program.
- Improved the communication with marketing department to better understand the competitive position.

## EDUCATION

### High School Himalayan Campus, NIOS Board

03/2008 – 04/2009 *Kathmandu, Nepal*

#### Courses

- Management

## SKILLS

Sales Customer Service Event Management

Lead Generation Call Center Microsoft Office

Business Development Marketing Strategy

## LANGUAGES

English  
*Full Professional Proficiency*

Nepalese  
*Native or Bilingual Proficiency*

Hindi  
*Full Professional Proficiency*

## INTERESTS

Travelling Surfing Internet