**CURRICULUM VITAE**

**Name:** Nikhil Bedi

**Address:** B-196, Mohan Garden, Uttam Nagar, Delhi-110059

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**Email Id:** bedi.nikhil19@gmail.com

**Objective:** Motivated and highly driven professional with 9+ years of experience and also possess the ability to step in and act. Passionate with a drive for excellence. Carry a strong work ethic, excellent communication and time management skills. I desire to succeed in my roles and future opportunities.

**Professional Experience:**

**Aim Advisory Services Pvt Ltd. (Jan’2022 – Present)**

**Designation: Team Leader - Operations**

**Roles and Responsibilities:**

* Handling a team of 35 Tele callers.
* Team needs to make outbound calls to clients for selling business loans
* Handle documentation of clients for business loans applications
* Follow up with Banks for easy processing and client satisfaction

**Teleperformance Global Services Pvt Ltd. (Jun’2019 – Nov’2021)**

**Designation: Senior Executive – Customer Service**

**Roles and Responsibilities:**

* Handling email requests for US clients from Travel Agents or Hotels.
* Handles urgent requests over the chat box from Hotels or Travel agents.
* Making bookings as per the itinerary received from clients
* Making changes to bookings as per the client’s requests received

**Channelplay Ltd. (Jan’2017 – May’2019)**

**Designation: iPhone Solution Consultant (ISC)**

**Roles and Responsibilities:**

* Handling sales of Apple products like iPhones, iPads, MacBooks accessories etc.
* Handling customer queries face to face for any of the Apple products.
* Handling the Apple store whole solely along with cashier only.

**Manpower Service Pvt Ltd. (Oct’2016 – Jan’2017)**

**Designation: Sales Executive**

**Roles and Responsibilities:**

* Handling sales of Huawei products like Phones, Tabs, accessories etc.
* Handling customer queries face to face for any of the Huawei products.
* Handling the store whole solely along with cashier only.

**Private Mobiles Showroom (Jan’2016 – Oct’2016)**

**Designation: Sales Executive**

**Roles and Responsibilities:**

* Handling sales of all brands (Apple, Samsung, Vivo, Huawei etc.) products like Phones, Tabs, accessories etc.
* Handling customer queries face to face for any of the all brands products.
* Handling the store whole solely along with cashier only.

**IKYA Human Capital Solutions Pvt Ltd. (Mar’2013 – Dec’2015)**

**Designation: Samsung Experience Consultant (SEC)**

**Roles and Responsibilities:**

* Handling sales of Samsung products like Phones, Tabs, accessories etc.
* Handling customer queries face to face for any of the Samsung products.
* Handling the store whole solely along with cashier only.

**Educational Qualification:**

* Passed 10th from N.I.O.S Board
* Passed 12th from N.I.O.S Board

**Achievements:**

* Received employee of the month awards several times in Teleperformance during my tenure
* Received appraisal emails from clients and Management several times.

**Extra Curricular:**

* Basics of computers: Ms-word, Ms-Office, Excel, surfing & browsing on internet.

**Hobbies:**

* Listening to music and chatting with friends

**Strengths:**

* Hard Working; Loyal; Cooperative; Patient

**Personal Profile:**

Father's Name: Mr. Dalip Bedi

Date of Birth: 19/04/1992

Language Known: English; Hindi; Punjabi

Nationality: Indian

Gender: Male

Marital Status: Single

Valid Passport: Yes

Place: Delhi

**Declaration:** I hereby certify that the statements furnished above are true to the best of my Knowledge and belief