

**Anshuman Sahu**  
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## Objective

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Intended to build a career with leading corporate office in healthy environment with committed & dedicated people which will help me to explore myself fully and realize my potential. Willing to work as a key player in challenging and creative environment.

## Work Experience

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### **Konexions Back Office Services Pvt Ltd**

**Sep 2021 to Present**

Senior Executive (SME)

#### Roles & Responsibilities

- Handling team in the absence of managers.
- Handling Email questions from clients who are facing issues with their products and rotate them to assigned Relationship Managers.
- Raising SR and reject SR according to the client's needs.
- Assisting clients in processing complaint resolution TAT.

### **DHL Supply Chain India Pvt Ltd**

**Sep 2020 to Dec 2020**

Material Handling Executive (MHE)

#### Roles & Responsibilities

- To ensure highest level of customer services.
- Raising Tickets to resolve customers query and to provide resolution
- Generating emails which customer can easily understand
- Various Backend process knowledge (account handling, log-in issues, informing customer for latest update to app etc.)

### **Briggs & Brain Edumart Pvt Ltd**

**July 2018 to Aug 2019**

Operation Manager and Counsellor

#### Roles and Responsibilities

- To ensure high gathering of students for Olympiad exams.
- Generating emails which students can easily understand.
- Various Backend process knowledge (account handling, informing student for latest educational data, material. etc.)
- To ensure correct data updating of student's educational details.

## Educational Background

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- Graduate in science from Kanpur University, in 2017.
- Intermediate in 2014. (UP board)
- Highschool in 2009. (UP board)

## Skills

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- An exceptional ability for meeting organizational objectives and demands
- Ability to work under pressure
- On hand experience in Marketing of service operations
- Multi-tasking and punctual in time
- Good in verbal and written communication.

### **Strength**

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- Good Communication
- Coordination with Team
- Creativity
- Integrity and ready to accept challenge
- Giving presentation
- Managing events and functions

### **Personal details**

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- Date of Birth : 12<sup>th</sup> Oct 1994
- Nationality : Indian
- Language Known : Hindi, English
- Hobbies : Listening Music
- Marital Status : Unmarried
- Address : Plot 2A/377, Azad Nagar, Kanpur, U.P

### **Declaration**

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I hereby declared that upon furnished details are true up to my knowledge.

Place:  
Date:

(Anshuman Sahu)