

HIMANSHU LATWAL

Customer Service and Sales Specialist

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Summary

I am an enthusiastic and motivated professional with 8 years of experience across customer service and sales roles. My background includes working in the BFSI sector with major clients, where I've demonstrated strong communication, data management, and analytical skills. I am dedicated to achieving both immediate and long-term goals while fostering strong relationships with clients and colleagues.

Experience

Religare Broking Ltd.

Operations Executive

08/2024 - Present

Religare is an online trading platform for investment in the stock market.

- Handling Clients and providing support on E-Mails. Resolving their query and fulfilling client needs.

Teleperformance Global Services Pvt Ltd

Customer Service Associate - Non Voice

01/2022 - 08/2024

Teleperformance Global Services Pvt Ltd is a multinational company specializing in customer care and business process outsourcing.

- Worked in the BFSI process in SBI Credit Card department as per client requirements.

Majorel India Pvt. Ltd. (Arvato)

Inside Sales Executive

03/2021 - 01/2022

Majorel India Pvt. Ltd. specializes in B2B and B2C marketing services.

- Called and invited audience for conferences/training/seminars/webinars.
- Data validation/Data research.
- Worked/Called on projects such as Adobe, Autodesk, Oracle, Microsoft, Cisco, Netmagic, Lenovo, Dell, HP, Aruba, Ingram.
- Data analysis post-event and maintained daily reports.
- Handled projects related to Events and Promotion.
- Managed Database Profiling - Data enhancement & Data building activities.

Jiva Ayurveda

Product Specialist

04/2019 - 02/2021

Jiva Ayurveda is a healthcare company specializing in Ayurvedic treatments.

- Worked as Product Specialist.
- Handled Chat & Email process.
- Interacted with patients through chat process.
- Delivered proper details about products to customers and patients.

Marque Marketing Service Pvt Ltd

Tele Marketing Executive

02/2017 - 02/2019

Marque Marketing Service Pvt Ltd focuses on marketing services.

- Called senior level officials, mostly HODs and CXOs.
- Called and invited audience for conferences/training/seminars/webinars.
- Data validation/Data research.
- Worked/Called on projects such as British High Commission, Microsoft, Cisco, Adobe.
- Data analysis post-event and maintained daily reports.

Education

S.V.S.U.

B.A. 01/2015 - 01/2018

Haryana School Board

12th Standard 2014 - 2015

CBSE Board

10th Standard 2012 - 2013

Strengths

☆ **Work Ethic**

Versatility towards work and ability to achieve immediate and long-term goals.

★ **Adaptability**

Ability to adopt new concepts and easily engage with new people.

Languages

Hindi Native ●●●●●

English Proficient ●●●●●