SAURABH JAGDISH VISHWAKARMA

Phone: +91 9987406579 | Email: saurabhjvishwakarma@gmail.com

Location: Mumbai, Maharashtra | LinkedIn: linkedin.com/in/saurabh-vishwakarma

Professional Summary

Results-driven **Sales & Customer Success Professional with 2.4 years of progressive experience in EdTech Sales, International Credit Card Sales, BPO Operations, and Customer Relationship Management. Proven expertise in consultative selling, lead conversion, and high-volume customer engagement (80+ daily interactions). Demonstrated success in counselling 700+ students for EdTech programs and processing 50+ credit card applications daily with 100% accuracy.** Strong capabilities in Fraud Detection, Risk Assessment, Upselling/Cross-selling, and Multi-Channel Customer Support. Combines technical proficiency (Python, SQL, Data Analytics) with exceptional relationship-building and sales closing skills. Seeking challenging roles in EdTech Sales, International Sales, Business Development, and Client-Facing positions.

Core Competencies

Customer Support Customer Issue Resolution Complaint De-Escalation Multi-Channel Support Customer Relationship Building Service Excellence	**Operations & Management** High-Volume Call Handling (80+ daily calls) Fraud Detection & Investigation Process Optimization Data Management Risk Assessment Compliance Management	**Technical Skills** CRM Tools Management IVR System Management Microsoft Office Suite Advanced Excel & Analytics Documentation & Reporting
Sales & Business Skills Consultative Selling | Lead Generation & Conversion | Cold Calling | Upselling & Cross-selling Enrollment & Application Processing | Product Knowledge & Benefits Explanation		**Soft Skills** Problem-Solving Critical Thinking Recruitment & Talent Acquisition

Professional Experience

Sr. Customer Support Associate (Credit Card Sales Advisor – International Sales)

Teleperformance India Private Limited | Process: JPMC (JPMorgan Chase)

Dec 2024 – Dec 2025

- Assisted international applicants in completing end-to-end credit card application process, providing consultative guidance on product selection based on customer needs and financial profile
- Successfully processed 50+ credit card applications daily with 100% accuracy while maintaining high customer satisfaction and conversion rates through effective sales techniques
- Performed strategic upselling and cross-selling of premium credit card products by identifying customer spending patterns and recommending suitable card tiers (Platinum, Gold, Rewards cards)

- Expertly explained reward points programs, cashback structures, annual benefits, travel perks, and exclusive card features to new applicants, ensuring informed decision-making and product satisfaction
- Conducted thorough fraud detection and risk assessment during application review process, identifying suspicious patterns and red flags to protect both customers and institutional interests
- Maintained exceptional compliance with banking regulations and internal policies while achieving monthly sales targets and quality benchmarks
- Coordinated seamlessly with internal banking teams and senior analysts to escalate complex cases, implement fraud prevention measures, and ensure timely resolution of customer inquiries

HR Practitioner (Recruitment & Talent Acquisition)

Accenture Solutions Pvt. Ltd. | Process: UPS Logistics

Jul 2023 – Feb 2024

- Led end-to-end recruitment for multiple UPS warehouse roles including Package Handlers and Seasonal Staff
- Managed candidate databases and recruitment pipelines across multiple locations, tracking conversion metrics
- Conducted welcome calls and onboarding facilitation, ensuring smooth integration of new hires
- Ensured full compliance with HR policies, labor laws, and industry best practices
- Coordinated with hiring managers and stakeholders on recruitment initiatives and pipeline management
- Maintained compliance documentation and supported employment practice audits

Sales Executive (Student Enrollment Specialist – EdTech Sales)

Learning Routes Pvt. Ltd. | Process: NMIMS CDOE University

Jun 2022 – Mar 2023

- Successfully counseled and converted 700+ prospective students for NMIMS University online degree programs through consultative selling approach and needs-based program recommendations
- Managed complete sales cycle from lead generation through enrollment, conducting systematic follow-up calls and building long-term relationships to drive conversion
- Provided comprehensive program counseling on course curriculum, career prospects, fee structures, and learning methodologies to help students make informed education decisions
- Consistently achieved and exceeded monthly enrollment targets through effective sales strategies, relationship building, and value-based selling techniques
- Maintained comprehensive student database and tracked conversion metrics, analyzing lead quality and optimizing sales approach for improved performance
- Collaborated closely with university representatives to ensure seamless admission processes and resolve student queries promptly
- Contributed to revenue growth as official Enrollment Partner, delivering high-touch student support throughout the enrollment journey.

Education

Bachelor of Commerce (B.Com)

Prahladrai Dalmia Lions College, University of Mumbai

Graduated: 2023 | Specialization: Mathematics, Statistics, Economics

Higher Secondary Certificate (Commerce)

P.D. Lions College | Grade: B | 2020

Secondary School Certificate

Gyanodaya Vidya Mandir High School | Grade: A | 2018

Certifications & Languages

Certificate in Data Science & AI

Boston Institute of Analytics (2024)

Skills: Python, SQL, Tableau, Power BI, Machine Learning

Certificate in Web Development

Keerti Knowledge & Skills Limited (2017-2018)

Languages

English (Business Proficiency) | Hindi (Native)