

# Pushendra Singh Shengar

Ahmedabad, Gujarat | +91 97247 84853 | sengarpushendra88@gmail.com

## Career Objective

To secure a responsible position in a reputable organization where I can utilize my customer service skills, technical knowledge, and communication abilities to contribute to the growth of the organization while continuously learning and developing my career.

## Professional Summary

Dedicated and customer-focused Senior Executive with over 4 years of experience in customer service and technical support. Expertise in handling GST-related queries, API issues, e-invoicing, and customer training. Proven ability to resolve tickets within SLA, build strong client relationships, and contribute to customer satisfaction and retention.

## Work Experience

### **Cygnnet Digital, Ahmedabad - Senior Executive (October 2020 - Present)**

- Handling inbound customer calls related to GST returns, e-way bills, e-invoices, reconciliation, Digital Signatures, and APIs.
- Providing training and onboarding support to new customers.
- Managing customer support tickets through Zoho Desk and ensuring timely resolution within defined SLA.
- Coordinating with the technical team to fulfill customer requirements.
- Ensuring high levels of customer satisfaction and maintaining strong customer relationships.

### **Ocean Across BPM Services Pvt. Ltd. - Customer Service Representative (April 2018 - March 2019)**

- Generated leads for health, life, and auto insurance targeting US-based clients.
- Verified and collected customer details and effectively pitched insurance quotations.
- Consistently achieved targets and maintained high-quality communication and lead conversion rates.

## Education

Master of Commerce (M.Com), Gujarat University - 2020

## Key Skills

- Customer Support & Relationship Management
- GST, E-Invoice, E-Way Bill Support

# Pushendra Singh Shengar

Ahmedabad, Gujarat | +91 97247 84853 | sengarpushendra88@gmail.com

- API & Technical Issue Resolution
- Zoho Desk Ticketing System
- Communication & Interpersonal Skills
- Lead Generation & Client Handling
- Training & Onboarding
- SLA Management

## Languages

- Hindi - Fluent
- English - Fluent
- Gujarati - Fluent