

# Sanghamitra Arun Suryagandh

📍 Panvel, Maharashtra, India ✉️ suryagandhsanghamitra@gmail.com ☎️ +918591716329

---

## SUMMARY

Highly motivated and hardworking professional with a strong ability to stay focused, driven, and goal-oriented in fast-paced environments. Recognized for a creative mindset, self-confidence, and a positive approach to challenges. Demonstrates exceptional motivation-building skills and a commitment to continuous improvement. Known for taking initiative, thinking critically, and contributing innovative ideas that enhance team performance and overall success.

---

## EXPERIENCE

### Customer Care Executive

Epinet info pvt ltd.

September 2022 – September 2023

- Handle 200+ customer calls per day.
- Resolved diverse customer inquiries and technical concerns by accurately identifying issues and delivering timely solutions, elevating overall user satisfaction and retention.
- Facilitated cross-departmental communication to expedite resolution of escalated customer cases, resulting in faster turnaround times and enhanced service outcomes.

### Customer Care Associate

CG Parivar

February 2022 – August 2022

- Handle 100+ customer calls per day.
- Resolved complex client inquiries by leveraging in-depth product knowledge and clear communication, contributing to heightened customer satisfaction and loyalty.

---

## EDUCATION

### MBA

Shivaji University Kolhapur • Kolhapur • 2019 • 53.47%

### B com

Shivaji University Kolhapur • 2015 • 50.28%

### H.S.C

Maharashtra state board • 2011 • 55.00%

### S.S.C

Maharashtra state board • 2009 • 58.92%

---

## SKILLS

### Technical Skills:

- Microsoft Excel – Basic (data entry, formatting, simple formulas)
- Microsoft Word – Basic (document creation, editing, and formatting)

### Languages:

English, Marathi, Hindi

---