**Curriculum Vitae**

**Amit Kumar**

Brij Tower, Flat No. C-1, 2nd Floor, Arya Nagar,

Sec 73, Noida-201301

Mobile: 9871420030 | amit.malhotra03@gmail.com

**OBJECTIVE**

To work in a value based organizations where I can implement the knowledge gained so far, and in process enrich the organization and myself to broaden and achieve success with hard work for my Organization.

**WORK EXPERIENCE**

**Outsource Solutions Limited (Jul 2016 to Present)**

OS (Outsource Solutions) is a 100% kiwi owned Outsourcing Services Company providing cost-effective outsourcing and VA (Virtual Assistant) options to businesses in New Zealand. They help to save time and money while you focus on growing your business.

**Designation-**Office Manager

* Responsible to manage the whole office.
* Responsible to coordinate/follow up with all the teams and the clients in order to finish the work/task within the TAT.
* Responsible to manage the staff attendance.
* Responsible to allocate the work to the respective teams.
* Responsible to manage the leave system & approve/denied according to the workflow & requirement.
* Responsible to manage the office transport.
* Responsible to send/receive the bills/payments to and fro.

**Helloverify Pvt Ltd (Dec 2016 to Jul 2018)**

Helloverify is one of the leading employee background verification in India. It provide reports to several leading corporates reduce the risk of hiring employee with dubious background.

**Designation-**Senior Client Relationship Officer

* Client servicing is a key responsibility area which includes meeting SLA with quality.
* Responsible for resolving multiple issues, queries and any disputes raise by client.
* Serving better service try to acquire more business, which brings revenue generation for company.
* Maintaining and share daily, weekly and monthly trackers to the client which includes insufficiency tracker, progress tracker and adhoc basis trackers.
* Responsible for preparing billing annexure on the monthly basis and share with the client to raise the invoice.
* Responsible to deliver correct, accurate and error free reports to client.
* Handling the Insufficiency audit and Calling team which delivers accurate, error free remarks and correct requirement to candidate/client.
* Handling collections team provide the payment information and invoices reconciliation updates to finance team and higher management.
* Conducting Team huddles, Sharing Updates, Work Allocation.
* Client Dissatisfaction (DSAT) Analysis & feedback to the team members.
* Sending mailers to clients to share important updates, information on new project & achievements of organization, to build trust & awareness.
* Handling front end, email and telephony escalations.
* To cater to the escalations received directly from the client.
* Providing solutions & managerial support to dissatisfied clients to retain high customer satisfaction.

**Concentrix Daksh Pvt Ltd (June 2011 to Nov 2016)**

Concentrix Daksh Services India Private Limited offers business process outsourcing services. It provides a range of in-bound and out-bound outsourced voice-based/Web-based services, and back office transaction processing services.

**Designation** – Practitioner (June 2011 to March 2012)

**Process** – Amazon Retail Process.

* Working in the back office and was responsible for handling customers/Client’s queries.
* Responsible for selling company products to new and as well as existing customers.
* Responsible for providing them the better service and ongoing sales/offers/discount benefits.
* Promoting the new product launched by the company by giving proper demonstration to the customer.
* Handling the unsatisfied customer and provide the better service and solution to retain the customer.
* Resolving multiple queries for the customer who has dispute over the bills and other service related issue.
* Educating and facilitating customer about various products and procedure.

**Designation** – Senior Practitioner (March 2012 to Nov 2016)

**Process** – Amazon Kindle Tier1 & Tier2/ Digital MP3.

* Responsible for handing customer/client’s queries over the Web Chat & Email pertaining to Kindle/Apps/Mp3 music orders.
* Responsible for handling technical issue related to kindle device such as; Kindle device is not working/turn on, Kindly device is not connecting to Wi-Fi, Unable to download Apps on Kindle device etc.
* Responsible for helping customer to purchase digital music, download music on their devices like Kindle, Fire TV, Roku device, Android device, Mp3 players etc.
* Responsible for handing Kindle & Mp3 music refund/replacement/billing related queries then and there.

**EDUCATIONAL QUALIFICATIONS**

* **Masters of Business Administration, July 2008-2010**

Specialization in Production & Operation, MDU Rohtak with 65.56%.

* **Bachelor of Science, May 2005-2008**

Specialization in Information Technology, Punjab Technical University with 65.00%.

**SKILLSETS**

* Excellent inter-personnel skill, presentation & communication skills.
* Excellent analytical and critical thinking skills.
* Proven ability to manage multiple task and deadlines simultaneously
* Strong planning, coordinating and delegating

**COMPUTERSKILL**

* Proficient in Microsoft Office: Excel, Word, Power Point.
* Hands on experience in Windows 8, Windows 10, Oracle.

Knowledge about Internet

**PERSONAL DETAILS**

* Languages known: English and Hindi
* Date of Birth: 10th August 1987.
* Marital Status: Married

**DECLARATION**

I hereby declare that the information provided above is true to the best of my knowledge.

Signature

Amit Kumar