CURRICULUM – VITAE

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**Name: Hemo Nath**

**Contact Number: 8876087898 / 7002697964**

**E-mail ID: atulhemo@gmail.com**

**OBJECTIVE:**

To obtain high level of excellence in the growth oriented organization and to utilize myself as a resource for all kinds of challenging Jobs by upgrading my knowledge and skills from time to time.

**EDUCATIONAL QUALIFICATION:**

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| --- | --- | --- | --- | --- | --- |
| **Examination** | **Board/University** | **School/College** | **Division** | **Percentage** | **Year Of Passing** |
| 10th | CBSE | South Point School, Guwahati | 1st | 68% | 2007 |
| 12th | AHSEC | Science Academy, Tezpur | 2nd | 49% | 2009 |
| BCA | Guwahati University | Kaliabor College, Nagoan | 1st | 61% | 2012 |

**ADDITIONAL QUALIFICATION:**

* Creating an online website on the topic “Hotel Management System” in a 6 months course of time.

**COMPUTER PROFICIENCY:**

* MS – Excel, Office, Word & Power Point.
* Basic knowledge of computer (Hardware).

**WORK EXPERIENCE:**

* Worked at First Marketing Consumer Good (FMCG) as a stock managing for 6 month
* Worked at Tata business support service ltd as an Sales Executive for 3 Year
* Working in CBSL as an Quality Specialist (Supervisor)

**JOB RESPONSIBILITY:**

* Monitoring the required number of calls and giving accurate feedback to the TSA’s
* Implement key initiatives for process improvement
* Understand customer expectations and build in the required changes into the processes
* Collecting data and creating reports that would provide Daily operational feedback to the client on the operations.
* To appear for tests on a regular basis
* Familiarize & Adhere to CBSL's information security & quality policies and standards that relate to one's work.
* Protecting the confidentiality and integrity of information (client/business related) used in course of work at all time including but not limited to user ids & passwords.
* Awareness of access rights to information & information systems.
* Reporting information security incidents including but not limited to suspected viruses immediately.
* Ensure that critical data in the folders where it can be backed up & same is informed to Technology Monitoring the required number of calls and giving accurate feedback to CSEs.
* Being a team player with a very pro-active approach.
* Administratively manage a team of Customer Service Representative and monitor their performance.
* Motivate and recognize team members through implementation of the company R&R programs.
* Improve quality of service and increase client delight.
* Achieve service level and productivity targets for the team.
* Monitor and maintain quality of interaction with customers.
* Prepare and submit periodic reports.
* Audit Visits and identify the training requirements of each Team Member.
* Motivating each Team Member, guiding, monitoring their performance and implementing corrective actions as required.
* Identifying the training requirements of each Team Member and providing the same in the appraisal sheets.
* Attending review meeting with operation team.
* Client interaction as and when required; incorporate feedback into the system.
* Give timely feedback with a view towards improving Operational and individual efficiency.
* Bridge the knowledge levels of associates on an ongoing basis by conducting regular process tests and coming out with the training program.
* Participate in the projects initiated for process improvement/C-SAT enhancement.

**LANGUAGES KNOWN:**

* ENGLISH
* HINDI
* BENGALI
* ASSAMESE

**HOBBIES:**

* Listening Music.
* Surfing internet / Social Media apps
* Watching Movies.

**PERSONAL INFORMATION:**

FATHER’s NAME: Late Sardar Nath

MOTHER’s NAME: Mrs. Jayanti Devi

RESIDENCE: By Lane: 03, Nayanpur Road, Ganeshguri

 Near, Little Tots English School.

 P.O. –Dispur, P.S. – Dispur

 Dist – Kamrup (M), Guwahati-06

DATE OF BIRTH: 05-May-1989

NATIONALITY: INDIAN

RELIGION: HINDU

MARTIAL STATUS: UNMARRIED

GENDER: MALE

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

Signature DATE