

Vishal Bhagavan Kapase

[Email:vishalrajkapase@gmail.com|9665488244|

CAREER OBJECTIVE

To obtain a challenging position where my resourceful experience and academic skills will add value to the organization.

ACADEMIC QUALIFICATION

Mumbai University **May-2017**
M.Sc. (Physics)

Shivaji University, Kolhapur **May-2015**
B.Sc. (Physics) (61.24%)

Maharashtra State Board **Feb-2010**
HSC (49.33%)

Maharashtra State Board **Mar-2008**
SSC (76.33%)

PROFESSIONAL EXPERIENCE

- **Vertex Customer Management India Pvt. Ltd. As Service Adviser (10 months of experience)**
- **Role and key responsibility:-**
- Attending promptly to customer calls and offering a fast effective and professional service of assistance.

- Handle customer queries and complaints efficiently.
 - Coordinate with respective assign coordinator.
 - Provide quality customer service to members in a timely and efficient manner
 - Provide detailed information on services and products to customers.
 - Coordinating directly with team leader & Supervisor.
- **Hexaware Technologies Pvt. Ltd. As Service Adviser (2 year and 5 months of experience)**
 - **Role and key responsibility:-**
 - Attending promptly to customer calls and offering a fast effective and professional service of assistance.
 - Handle customer queries and complaints efficiently.
 - Coordinate with respective assign coordinator.
 - Provide quality customer service to members in a timely and efficient manner
 - Provide detailed information on services and products to customers.
 - Coordinating directly with team leader & Supervisor.
 - Customer support experience in both voice as well as e-mail / chat process

ADDITIONAL QUALIFICATION

MS-CIT
NCC 'C' Certificate

MAJOR STRENGTHS

- Hardworking – Can work for additional hours to accomplish my tasks.
- Commitment Oriented – Always enjoy the trust and confidence of my co-worker helps me to perform my duties smoothly.
- Adaptable – Can handle any type of people and situation.
- Good listener and Decision Maker

- Selected as “NCC Representative” in college student council
- Selected as “Under Officer” in NCC unit
- Participated in National Integration Camp (National Level)
- Participated in Shivaji Trail Trek (National Level)
- Participated in “Panhala to Pavankhind” Trekking Camp (State Level)
- Participated in “Indian Student Parliament” (National Level Conference)
- Participated in Rifle Shooting Competition

PERSONAL DETAILS

Name: Kapase Vishal Bhagavan
Address: Flat No. 5, Siddhatek Heights, Behind Rohit Vadewale, Bharati Vidyapeeth,
Pune 411046
Mob. No. 9665488244
E-mail: vishalrajkapase@gmail.com
Date of Birth: 06th Oct, 1992
Languages Known: English, Marathi, and Hindi

DECLARATION

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

Location: Pune, India

Date: (Kapase Vishal Bhagavan)