**CURRICULUM VITAE**

**Ravi Arora**

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**CAREER OBJECTIVE**

To work for a professionally managed company with a strong organizational objective and healthy environment that offers responsibility, challenge, job satisfaction and scope for organizational and personal development and growth.

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 **ACADEMIC QUALIFICATION**

* BA (Mass communication & Journalism) **–** Mewar University 2013-2016.
* Diploma in Journalism.
* Higher Secondary Certification from Central Board of Secondary Education (CBSE) in 2012.
* Secondary School Certificate from Central Board of Secondary Education (CBSE) in 2010.

**SKILL SETS**

* Strong problem solving ability
* Good written and communication skill
* Ability to deal with people diplomatically
* Quick learner
* Positive attitude.

**AWARDS AND ACHIEVEMENTS**

* Became a permanent employee of American Express within a time span of 9 months of joining.
* Awarded with Blue rewards for excellent performance.
* Received a certificate with a nick name Speedster for topping the charts throughout the year.
* Got an opportunity to train 2 batches.
* Participated in various Sports Events in College and school.
* Got recognition for organizing college cultural events.

**WORK EXPERIENCE**

* **Customer Care Professional** (Feb 2019-Present)
* As a permanent employee of American Express from December 3, 2019 – Present.
* Working for American Express (on the rolls of Manpower Group from Feb 1 2019-Nov 30 2019).
* **Actor** (Sep 2016-Feb2018)

Worked as an actor in a music video & short films & Indian Health Ministry as an actor.

* **Assistant Director** (Feb 2018-Dec 2018)

Worked as an assistant director with Marijauana films.

**JOB DESCRIPTION**

* Act as a first point of contact between different corporates and Amex
* Handling client escalations
* Provide first contact resolution to the client

 **HOBBIES AND INTERESTS**

* Traveling
* Cricket
* Watching Movies

 **PERSONAL DETAILS**

* Date of Birth : May 20,1993
* Languages Known : English, Hindi and Punjabi
* Address : House No. 51, Block L, N.I.T -5, Faridabad
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