**Name : Akshay Mishra**

Father’s Name: Mr. Mohan Mishra

Mother Name: Mrs Usha Mishra

Date of Birth: 26th November 1995

Nationality: Indian

Permanent Address: D 19/15 KewalGali, Dasaswmedh, Varanasi

Contact number(s): Personal. +919648843848 9137666805

Email address- akshaymishra761@gmail.com



**Profile Summary**

Process Associte with Genpact India Pvt Ltd

Officer Security with Indigo Airlines

Intership at Awadh Group Real Estate Pvt Ltd

**Skills**



Creative problem-solver and , who can see big picture while never losing sight of details that deliver results.



Motivated team player.

Enthusiastic self-starter who can boost productivity, cut costs, foster efficiency, and ensures profitability.



Goal oriented professional with organizational skills.

**Career Highlights**

**Worked as Process Associate with Genpact (28/11/2018) to (07/04/2019)**

Process which I am looking is Canon in Genpact

To handle the query of the customer by resolving their problem on call

Major query is related with small printers and dealing with various types of customer

Trained with different products like CSP,BIS and ICP

If Customer want to purchase the product accessory providing them online if he or she want to purchase online.

Handling Sales Call of the customer and providing support from sales team

Also looking for technical call and passing that call to level 2 support

Registering customer compliant and providing them proper customer service

**Worked as Officer Security in Indigo Airlines in Ground Force. (21/11/2017) to (27/07/2018)**

Having sound knowledge of assisting customer whether inside the terminal or at Airside if require

How to handle or deal with unruly customer, needful customer and many different type of customer.

Having 8 months experience in AO & CS Indigo at ChatrapatiShivaji International Airport.

Having Knowledge of Excel , Power Point , &Navatire.

**Intership for 3 months in Awadh Group Pvt Ltd (01/09/2016) to (31/11/2016)**

Sales Executive in Awadh Group Pvt Ltd

**ACADEMIC CREDENTIALS**

Pursuing M.Com from IGNOU

Pursuing Post Graduate Diploma in Human Resource Management from Banaras Hindu University



**2014-2017**

Three Year **BACHELOR DEGREE** in **B.Com** from Sri Ram College of Commerce and Education, affiliated from Mahatma Gandhi KashiVidyapith Varanasi.

 2014

**Senior Secondary Education** from W.H SMITH MEMORIAL SCHOOL, I.C.S.E Board Varanasi

**2012**

**Secondary Education** from W.H SMITH MEMORIAL SCHOOL, I.C.S.E Board Varanasi.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Language** |  |  |  |  |
| **Language** | **Read** | **Write** | **Speak** | **Proficiency** |
| English | Y | Y | Y | Expert |
| Hindi | Y | Y | Y | Expert |

**DATE:**

**PLACE: Varanasi** **AKSHAY MISHRA**