

# Resume

**Sandeepkumar.G.B.**

12-1-1375/2/27,MCH-Quarters,

Shanthinagar,Lalapet,

Seunderabad,Hyderabad.

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## Career Objective :

To seek a challenging career with an organization where there is scope for contributing and upgrading my knowledge for the development of self and organization.

## Educational Qualifications:

LEVEL OF EDUCATION	INSTITUTION	BOARD/UNIVERSITY	YEAR OF PASS-ING	AGGREGATE (In %)
B.Tech (Mech)	Narsimha Reddy Engineering College	JNTU Hyderabad	2013	67
Intermediate (science+maths stream)	Narayana Junior College	Board of Intermediate Education, T.S.	2009	69
S.S.C	St.Francis De Sales High School	Board of Secondary Education, T.S.	2007	78

## Personality Traits:

- Experienced in customer service professional with 2 years in call center.
- Greet, transfer and hold calls. Build rapport, listen, clarify and manage conversational flow
- Manage upset customers, conflicts and challenging situations
- Proven experience providing customer support in busy call center environments for students from various international universities.
- Efficient to adept at handling various calls on a daily basis, while consistently resolving client issues in a short time span.
- Bilingual : English, Hindi – Conversational : Able to provide clear customer service in both languages.

- Good verbal and written communication skills, Willingness to learn, Extremely motivated towards work.
- Ability to shoulder responsibility and to deal with people diplomatically.

#### **Technical skills:**

- ❖ **Designing Software's** : Auto –CAD , Pro-E
- ❖ **OS** : Windows XP, vista, 7 and 8.
- ❖ **Packages** : MS-office 2010,2013 including Outlook.
- ❖ Knowledge of Network and Internet.

#### **Extra-Curriculars:**

##### **Technical:**

- ❖ Presented A Mini-Seminar On Re-Production Of Old Automobiles In NSIC, Ecil.
- ❖ Demonstrated product-knowledge growth and enhanced external customer contact through constant communication on Re-Production Of Old Automobiles in NSIC, Ecil.
- ❖ Successfully Completed Auto–CAD, Pro-E, In-Plant Training In CITD, Balanagar.

##### **Non-Technical:**

- ❖ Participated In school and Inter Collegiate Competitions And Was Awarded Runner Up Place In Volley Ball.
- ❖ Participated In Academic/Cultural Events in 2011.
- ❖ Volunteered for Indian Navy campus Recruitment, in 2012.

#### **Personal Profile:**

Name : **G.B.SANDEEP**  
 Father's name : **G.GANGAIAH**  
 D.O.B : 10<sup>TH</sup> Sep.1992  
 Nationality : Indian  
 Languages : Telugu, Hindi, English  
 Hobbies : Listening To Music, Playing Volley Ball, Swimming.

I hereby certify that all the information provided above is true to the best of my Knowledge.

Place: Hyderabad

**G.B.SANDEEP**