**AMANDEEP SINGH**

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Career Objective

To further my years of experience and knowledge in the field of International BPO and to secure a challenging position where I can effectively contribute my skills, possessing competent Training Skills**.**

Core Competencies

* Effective learning skills, strong problem-solving skills
* Hardworking and passion for continuous learning
* A quick learner, able to absorb new material with ease
* Keen to meet the deadlines
* Innovative thinking and embrace efficiency

Academics Qualification

* **Bachelor of Technology** in **Electronics and Communication** from Punjab Technical University, Jalandhar in 2014.
* **12th** from PSEB, SAS Nagar, Mohali in 2010.
* **Matriculation** from PSEB, SAS Nagar, Mohali in 2008.

Certification and Training

* Two months industrial training on **Embedded System** from **Netmax Technologies, Ludhiana.**
* Six Months Industrial Training on **Telecommunication** from **RTTC, Rajpura**.

Softwares

* MS Powerpoint
* MS Excel
* MS Word

Experience

* 1 Year of Experience as a Technical Support at **Webmash Technologies Pvt. Ltd**(Ludhiana).
* 1.5 Years of Experience as a CCE/SME for **Amazon Seller Support** at Teleperformance(Jaipur).
* 1.5 Years of Experience as a Process Trainer at Teleperformance(Jaipur) with **Amazon Seller Support Offshore**.
* Currently working as a Process Trainer at Teleperformance(Mohali) with **GoDaddy**.

Project Work

* Project on **Automatic Alcohol Detectors in Vehicles.**
* Project on **Radio Frequency Planning in GSM.**
* Projects on **AHT** improving the business delivery and eventually enhancing the opportunity to earn revenue to the company.
* Projects on measuring **CSAT** for the company to investigate the customer satisfaction levels and hence measuring the efforts made to decrease customer churn.

Work Summary

* Worked on Kirkpatrick’s model for Training Evaluation.
* Have worked with technical as well as non-technical processes.
* Coached new hires through **MSV** exams.
* Ensured active knowledge transfer via an assortment of teaching techniques, assessment tools and continuous improvement opportunities.
* Documented the new process updates in the process manual.
* Took care of nesting.

Achievements

* Bagged the ‘Best Trainer’ certificate for three quarters.
* Declared the ‘Best Performer’ on AHT, PRR and Resolve Rate multiple times.

Personal Details

* Father’s Name - Harjeet Singh
* Date of Birth - Sept 13th,1993
* Sex - Male
* Birth Place - Sangrur, Punjab
* Marital Status - Unmarried
* Language known - English, Hindi, Punjabi
* Nationality - Indian

I hereby declare that the statements given above are true according to my knowledge & belief.

**Date :\_\_\_\_\_\_\_ Signature**

**Place:\_\_\_\_\_\_\_** Amandeep Singh