**Akash Singh**

**Ph:** **8427018211 | Email:** [**as584196@gmail.com**](mailto:as584196@gmail.com)

**Objective:**

To grow in the field of customer operations and pursue the higher levels of achievement.

**Education:**

Senior Secondary Education from GMSSS, Sector – 15, Chandigarh, UT

**Skills:**

Computer skills: MS Excel, MS Word, MS Powerpoint

Interpersonal skills: Team worker, Enthusiast, Leadership quality

Languages: English, Punjabi, Hindi.

**Work experience:**

**Teleperformance, Industrial Area, Sector 75, Sahibzada Ajit Singh Nagar, Punjab Jun 2019 – Aug 2020**

**Customer service Associate**

* Worked with the highest paid process of the company
* Provided customer service on L2 to the clients of a cable service provider
* Worked mainly in the backend and handled some calling as well
* Handled customer’s technical issues and queries and provided first call resolution in most of the cases
* Managed emails and took follow up with the customers and made outbound calls where required.
* Achieved monthly targets on a regular basis and earned many spot awards for best performance

**Areas of interest:**

* Music
* Body Building
* Travelling
* Reading
* Writing