

## **CURRICULUM VITAE**

### **NITIN KUMAR**

Rz29B west Sagarpur , New Delhi-110046

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### **Career Objective**

To work at a responsible position in an organization and deliver the best of mine with diligent performance and utmost sincerity.

### **EDUCATIONAL AND PROFESSIONAL QUALIFICATIONS**

- Passed 10<sup>th</sup> from C.B.S.E in 2016
- Passed 12<sup>th</sup> from C.B.S.E. in 2018
- Graduated in B.COM. in 2021

### **Work Experience**

Working with IGT since Sept 2019 to till date

#### **Job Responsibilities**

- Ensure Quality, Complaints, CSAT targets are achieved as per Client agreed standards
- Provides effective Coaching within the stipulated timelines as specified for respective processes.
- Shares compliance expectations, understanding of the Quality guidelines and Complaints management with New Hires and existing staff.
- Conduct briefing sessions and cascading updates to all on the operations floor.
- Prepare reports based on the quality scores of the advisors.

**Hobbies:** Watching Movies, Playing Cricket and Traveling

### **Personal Profile**

Father's Name	:	Vinod Kumar
Date of Birth	:	05 <sup>th</sup> -Nov-2000
Nationality	:	Indian
Sex	:	Male
Languages known	:	Hindi &English

## **Declaration**

I hereby declare that the information given in this application is true and correct to the best of my knowledge and belief. In case any information given in this application proves to be false or incorrect, I shall be responsible for the consequences.

**Date :**

**Place : New Delhi**

**(NITIN KUMAR)**