

Resume

MAHESH NARAYAN DASH

No.42, 1st floor, 2nd cross, Adarshnagar,

L R Bande Main Road, R T Nagar Post,

Bangalore-560032

Mob: 9901732311

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CAREER OBJECTIVE:

To join an interactive organization that offers me a constructive workplace for communicating and interacting with customers and people.

EDUCATIONAL QUALIFICATION:

- Graduation from Ranchi University with Economics (Hons.)
- Intermediate from Bihar Board.
- Matriculation from Bihar Board.

PROFESSIONAL EXPERIENCE:

SECRO BPO SERVICE LIMITED:

Worked with **SECRO BPO SERVICE LIMITED** as a Customer Service Associate for ING VYSA LIFE INSURANCE process from **22-11-2011** to **04-02-2013**. Handled calls for ING Vysa Life Insurance. Helped renewing policies for existing customer as well as helped enrolling new policies.

[24]7.ai:

Worked with **[24]7.ai** as an Interactive Social Media Advisor for Capital One chat process from **14-02-2013** to **01-04-2019**. Handled Capital One credit card customers. Resolved issues related to credit cards at the same time provided floor support in addition worked for escalation department.

NUANCE TRANSCRIPTION SERVICES INDIA PVT. LTD:

Worked with **NUANCE TRANSCRIPTION SERVICES INDIA PVT. LTD.** as a Contact Center Associate for Sprint Mobility and Xfinity chat process from **08-04-2019** to **09-11-2020**. Assisted Sprint and Xfinity customers related to their existing account and help enrolling new accounts.

STRENGTH:

- Detail Orientated
- Responsible
- Organized
- Adaptable

PERSONAL DETAILS:

Father's Name: Shree- Jayanta Kumar Dash

Date of Birth: 2nd Feb 1983

Sex: Male

Marital Status: Married

Hobbies: Playing badminton and swimming.

Languages Known:

Languages	Read	Write	Speak
English	✓	✓	✓
Hindi	✓	✓	✓
Odia	✓	✓	✓
Bengali	X	X	X

Date:

Place: Bangalore

Signature

Mahesh Narayan Dash