**Ankit Srivastava** Phone: 8447834120

E-Mail: srivastavankit112.as@gmail.com

**CAREER OBJECTIVE**

* An astute professional with around **1.4+ years of IT (Telecom) experience** of Customer Support. Seek the job with a goal of providing exceptional experience to customers by responding swiftly and courteously in a professional manner to customer demands.

**ACADEMIC CREDENTIALS**

* **Bachelors in Business Administration, Sikkim Manipal University**

**COMPUTER SKILLS**

* Tally
* Well experienced in using internet.
* Sound Knowledge of MS-Word, Excel and PowerPoint.

**CUSTOMER SKILLS**

**-Service Delivery - Critical Thinking -Active listening -Effective communication**

**- Flexibility - Trainings - Reporting -Patience**

**- Attentiveness -Decision-making -Adaptability -Responsiveness**

**-Timeliness -Teamwork -Interpersonal -Quality Assurance**

**EMPLOYMENT HIGHLIGHTS**

### Tech Mahindra Ltd (Dec 2018 – Apr 2020)

**Project: Bell Canada**

**Designation- Customer Support Associate**

**Tools- BCRIS, IPAIRS, MS-Office, UTM**

**Responsibility:**

* Properly manage and document all work performed as part of ticket queue management.
* Performs other related duties as assigned by responsible manager and/or business unit manager.
* Providing key information from customer interactions to management to make business decisions.
* Tolerance for repetitive work in a fast-paced, high production work environment.
* Participate in activities designed to improve customer satisfaction and business performance.
* Maintaining follow-up work lists as assigned by the Supervisor or Manager.
* Chasing with different teams to complete the request & to maintain the overall SLA.
* Understanding the client's view, demand and accordingly taking the appropriate step and/or changes.
* Handling tickets and interacting with Clients via phone calls & e-mails.
* Produced routine, and ad hoc reports, to respond to immediate customer request.
* Assure 100% SLA met.
* Conducted training sessions for the New Members.
* Attend Weekly call with Client to discuss track related issues
* Updating daily assignation & adhoc requests tracker.
* Aging analysis of the pending requests & sharing it with client.

**NOTEWORTHY ATTAINMENTS**

* Got various client Appreciations and have been promoted to Band U2 in Tech Mahindra.
* Got the Best Performance award by Tech Mahindra.

**STRENGTH/ PERSONAL QUALITIES**

* Flexibility and Adaptability to work in any environment.
* Willingness to accept any challenge irrespective of its complexity.
* Good team player and positive attitude.
* Highly motivated and eager to learn new things.
* Strong motivational and leadership skills.
* Good communication skills in written and verbal both.
* Ability to work as individual as well as in group.

**PERSONAL DETAILS**

Date of Birth 11 Dec 1993

Marital Status Single

Nationality India

Father’s Name Prem Prakash Srivastava

Linguistic Proficiency Hindi, English

Permanent Address Express Garden Apartment, Block 1 Flat no. 308, Vaibhav Khand, Indirapuram Ghaziabad U.P

**DECLARATION**

I hereby declare that information given above is true to the best of my Knowledge.

Ankit Srivastava

Date: