

## Summary

An enthusiastic high school graduate with strong interest in handling front desk work at a dynamic organization. Effectively able to handle tier-1 services by ensuring exceptional customer service and satisfaction.

## Professional Skills

- Accounting
- Teamwork
- Excel Macro
- Tally 9 Erp
- Active directory
- Excel
- Customer care
- Sales
- C++
- C#
- Customer service
- Help desk
- Desktop support

## Employment History

### Customer Service Representative

Reliance Communication • Rourkela, Odisha  
08/2012 - 04/2014

- Customer service representatives help customers with complaints and questions, give customers information about products and services, take orders, and process returns. By helping customers understand the product and answering questions about their reservations, they are sometimes seen as having a role in sales

### Cashier/Customer Service

Shree Deo Goan Fuels • Rourkela, Odisha  
06/2014 - 03/2016

- Greets customers.
- Computes customer bills.
- Reconciles cash drawer daily.
- Answers customer questions about service performed or products purchased.
- Handles customer complaints, when necessary, refers dissatisfied customers to the appropriate individuals for resolution.

### Desktop Technician

Technix • Rourkela, Odisha  
04/2016 - 01/2018

- IT support specialists that assist clients with hardware and software issues. Their job is to provide on-site or remote technical assistance including the setting up of computer hardware systems, installing and upgrading software, and troubleshooting basic IT issues.

### Operation Officer

Reliance Home Finance • Mumbai, Maharashtra  
02/2018 - 02/2020

- All administrative functions, including operations, management, process improvement, identifying various compliance issues and strategic planning and development.

## Junior Relationship Officer

Axis Bank • Thane, Maharashtra

02/2020 - Present

- **Responsible for increasing liabilities size of relationship via balances in accounts of existing customers and enhancing customer profitability by capturing larger share of wallet. Responsible for deepening the existing relationships by cross selling of Bank's products and Services/ third party investment products.**

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### Education

#### High School

Indo English School • Rourkela, Odisha

Graduated - 03/2011

**Science Olympiad 2005 , Held At St paul School Rourkela-02 Rank -4th**

**Math Olympiad 2008 , ST Paul School Rourkela - 18 Rank-6th**

**Science Exhibition-2006 , Held at Haryana Bhawan Rourkela -12 Model - Volcanic Eruption ,#2nd Prize**

**Science Exhibition-2007 , Held at Amar Bhawan Rourkela -12 Model - Pollution Control & Traffic Management, #3rd**

#### +2 Science

Indo English School • Rourkela, Odisha

Graduated - 05/2012

#### Bachelor Of Commerce

Sambalpur University • Rourkela, Odisha

06/2014

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### Languages

- English
- Oriya
- Hindi

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### Personal Detail

- **Father Name - Basudev Bebart**
- **Date Of Birth - 19-Feb-1993**
- **Aadhar Number - 6318-2016-8586**
- **Passport Number - S4819946 Expiry - 29-01-2029**
- **PAN Number - ECPPB5363C**
- **PHONE NUMBER - 9822691744 , 7977224537**
- **EMAIL - sam.bhardwaj.02.1993@gmail.com**
- **Nationality - INDIAN**