Vinod Kumar

Present Add:-

RC 813 Deepak Vihar, Khora Colony Ghaziabad,U.P.

Pin-201309

Mobile:-8800256928

E-mail:vinod\_9b@yahoo.co.in

**Career Objective**

To lead a challenging position in the field of Corporate where my skills and experience can be properly utilized and give maximum output to the Organization as per its expectation with cost effective Solutions.

**Career Snapshots:**

* Well equipped with the experience and knowledge to handle a responsible position in an organization of repute and to explore my experience in my work.
* Strategic and analytical with outstanding problem-solving quality.

**Key Functional Areas:-**

* Team Handling
* Client Meeting
* Inbound and Outbound voice process
* Take Escalation calls and give resolution to the customers.
* Data uploading in dialer.

**Strengths:**

* Good interpersonal and communication skills.
* Systematic and Efficient.
* Analytical ability.
* Positive Attitude.

**Current employee**

**From 01-Feb’15 to Jan’17: -** Karvy Data Management service.LTD. Noida.

 “ Sr. Customer Care Associate and”

* **From Jan’17 to Aug’19:- “**Team Leader In PNB inbound Process”

 **● From Aug’19 to 18 March’20:- “**Team Leader In PNB Outbound collection Process”

**Roles and Responsibilities:**

* Team Handling.
* Achieve KRA & KPI.
* Provide information about products and services.
* Achieve the quality score & AHT.
* Reporting to Assistant manager.
* Manage attrition and shrinkage.
* Making Roster.

**Previous employee**

**From13 May.14 to 31 Jan.2016 : -** Mphasis Ltd.Noida

 “Sr. Customer support officer”

**Roles and Responsibilities:**

* Listen and respond to customers’ needs and concerns
* Provide information about products and services
* Achieve the quality score & AHT.

**Previous Employee**

 **21 Month** Working experience in Digical Teleservice at Noida as a “Customer care Executive”

**Roles and Responsibilities**:

* Attend the call & give the resolutions.
* Handling the customers individually and manage calls effectively.
* Take orders, determine charges, and oversee billing or payments**.**
* **Academic Qualification.**
* B Tech From UPTU Lucknow in 2010
* 10+2 from M.S.V inter College Sultanpur in 2004.
* 10th from M.S.V Inter College in 2001.

**Exposure to Information Technology:**

* Ms Office – Word, Excel, Power Point, and Outlook..

Personal Details:

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| --- | --- | --- |
| Father’s Name  | : | Mr. Banshi Lal |
| Date of birth  | : | 01-Jan’85 |
| Nationality/Religion | : | Indian/Hindu |
| Marital Status | : | Married |
| Language Known | : | English, Hindi  **Signature** |
| **Date:-** |  |  |