**Curriculum Vitae**

**Amit Kumar Sinha**

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**Career Objective:**

To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self-development and help me to achieve personal as well as organization goals.

**Experience**

**1. Sopra Steria India Limited**

I have been working in Sopra-Steria since October 2011 in one of the BPS process “Affinity Water (Veolia Water)” as a Sr. Process Associate. Affinity Water is one of the leading Water suppliers in the UK.

Location : Noida

**Job Profile:**

* To Deal with UK customers via Email & Letter contacts.
* End to End ownership of customers’ concern, majorly billing.
* Resolve new and existing customers’ queries related to new services, bills, allowances, complaints etc.
* Handling billing complaints and requests of customers.
* Follow up with the service requestors for the purchase order numbers. Gather confirmations from the respective persons to pay the invoice.
* Check the bank details in the invoice and assure they match with the existing details in our tool.
* Building healthy customer relations with our corporate clients for better control on our accounts.
* Enter the invoices into our tools in the specified turnaround time with 100% accuracy.
* Handling other sub- projects like, budget, voids, leaks etc.

**2. Relegare Technologies**

Worked for one year as a Customer Care Executive for “Healthfore” (Healthline 24x7) which is one of the web and voice based service for any health information.

Location : Noida

**Job Profile:**

* Providing End to End resolution to the customers on call (FTR).
* Handling customer (patients) Queries on behalf of Healthfore.
* Referring patients to the right specialist as per their symptoms for any health concerns.
* Informing about the medicines, for e.g. their generic names, salts, adverse effects etc.

**Achievements**

Received GEM award for the outstanding performance in the process quarter (Sopra Steria)

**Educational Qualification:**

1. B. Sc. Graduate from Veer Kunwar Singh University, 2007.
2. 12th from CBSE, New Delhi, 2004.
3. 10th from BSEB, Patna, 2002.

**Computer Proficiency:**

* MS Office (Word, Excel, Power Point)
* Good keyboard skills and well conversant with Internet.

**Hobbies:**

Watching Cricket and Listening to Music

**Language Known:**

English, Hindi

**Personal Information:**

Father’s Name : - Mr. B P Sinha

Date of Birth : - 28 January 1988

Marital status : - Married

Sex : - Male

**Assets** – Team spirit, Self-motivated, Team Player, Optimist, Innovative & Passionate to learn.

Ihereby declare that the above mentioned details are complete and correct to the best of my knowledge.

Date:

Place: Amit Kumar Sinha