### RESUME

**Muktai CO-OP housing society.**

**Flat no- 404, Plot No. 6-A,**

**Sector - 6, Koparkhairne,**

## **Navi Mumbai – 400709**

**Contact No. : 9819231742**

**7977058597**

# SUSHANT AMRUT MURUDKAR

**Email:** sushantmurudkar@gmail.com

**ACADEMIC QUALIFICATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Exam** | **Board/ University** | **Month & Year of Passing** | **Percentage** |
| **SSC** | **C.B.S.E** | **May 2003** | **72%** |
| **HSC** | **Mumbai** | **October 2006** | **55%** |
| **TY B.COM** | **Mumbai** | **April 2010** | **51%** |

**OTHER QUALIFICATION**

* Completed **MS-CIT and Desktop Processing (DTP).**
* Typing speed **35 wpm.**

**EXPERIENCE**

* **As a Sales Executive at Prapti Sales & Services for 18 months (May 10 – Nov 11)**

**Job Description:**

**Worked as a cyber cafe administrator and sales assistant. Interacting with customers for technical queries. Meet their requirement when purchasing computer and related electronic accessories.**

* **As a Sr. TSE at Lester for 10 months. (Dec 11 – Sep 12)**

**Job Description:**

**Answer inbound calls from UK, USA, and Australia regarding technical queries. Troubleshooting remotely for Windows and Apple systems. Provide a reasonable annual maintenance contract to the customer if the customer enquiries.**

* **As a Sr. CSE at Firstsource for 26 months (Feb 14 – Mar 16)**

**Job Description:**

**Answer inbound calls from UK for British Telecom (Internet Service Provider). Assisting in case of no connection, dropping connection, slow speed and email queries. Outbound calling with regards to a complaint or a service request query. Floor walking, buddy up with new trainees and help them learn and excel the process.**

* **As a Sr. Officer at IDFC FIRST Bank for 31 months ( Mar 16 – Sep 18)**

**Job Description:**

**Answer inbound calls, emails and chat for IDFC bank account holders of Personal and Business banking.**

**Part of Customer value management and complaints desk.**

**Diffusing escalation and provide appropriate solution, turnaround time to resolve fraud related cases.**

**Look after Average time for the team and assist new joinee to excel process related queries.**

* **As a Executive – Customer Experience at Times of money (Unimoni Pvt Ltd) for 11 months ( Sep 19 – Jul 20)**

**Job Description:**

**Answer inbound/outbound calls, emails and chat for customers using Times of money to remitt internationally from USA, UK, Australia, Canada and Ireland.**

**Assist customers, remittance partners with domestic and international interbank related queries.**

**Part of Customer experience and complaints desk.**

**Diffusing escalation and provide appropriate solution.**

**Provide appropriate turnaround time to resolve international remittance related queries after consulting with Compliance and Operations team.**

**EXTRA CURRICULAR ACTIVITIES**

* Swimming, Riding bikes, Remote computer troubleshooting

**PERSONAL DETAILS**

**Date of Birth:**  03.09.1987

**Nationality:** Indian

**Religion:** Hindu

**Marital Status:** Married

**Gender:** Male

**Languages Known:** English, Hindi & Marathi

**Date: / / (SIGNATURE)**