

## CURRICULUM VITAE

**Abishek kumar gupta**

**E-mail:kumarabhishek3431@gmail.com**

**MOBILE+918073734166**

---

**Objective:** To be associated with a Progressive institution that gives me the scope to share my knowledge and skills in accordance with the latest trends and be part of team that dynamically works towards the growth of Institution and gives the satisfaction thereof .

### **Educational qualifications:**

- Completed (SSC) from N.S.P.S SCHOOL Jamshedpur
- Completed Intermediate (PUC) U.P board of secondary Sanskrit Education Council.

**Completed Graduation from Kolhan university Jamshedpur**

### **Personal Skills:**

- Quick learner,hard worker.
- Interested in event organizing.
- Good decision making skill.

### **Employment Experience:**

I have 1.4 years of work experience in Q **Conneqt Tata Business Solutions Ltd** , as a Senior Customer Executive . And I have 2.5 year of experience in first source as a senior analysts

### **Job description:**

- Open and maintain customer accounts by recording account information.
- Resolve product or service problems by clarifying the customer's complaint.
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure
- Resolve customer complaints via phone, email,

### **Roles and responsibilities:**

- Maintain the quality, above SLA levels.
- Processing the Claims and achieving daily targets.
- Initiating to update the Mentor alerts, process updates to the team.
- Strong phone contact handling skills and active listening.

**Skills/Strengths:**

- Good communication analytical skill.
- Effective Team player with hard working.
- Self-confidence and sincerity in any given task.
- Willingness to learn new things and Share knowledge with others.

**Personal Profile:**

Name	Abhishek kumar gupta
Father's name	Raghunath gupta
Date of Birth	19-08-1999
Gender	Male
Languages known	English,bangali Odia and Hindi
Nationality	Indian
Marital status	Single
Permanent address	Sankosai Road No-2 dimna road mango Jharkhand Jamshedpur

**Declaration:** I hereby declare that the above furnished information is correct and true to the best of my knowledge and belief.

**Place:** Bangalore

Abishek kumar gupta

**Date:**