

## CURRICULUM VITAE

**Abhisek Sarkhel**

### CONTACT INFORMATION

#### ADDRESS:

**AG1, Shri Guru Enclave  
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#### E-MAIL:

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### PERSONAL DETAILS:

**DATE OF BIRTH**  
23-11-1984

**SEX**  
Male

**NATIONALITY**  
INDIAN

**MARITAL STATUS**  
UNMARRIED



### CAREER GOAL

Seeking a position to utilize my skills and abilities in an organization that offers challenge and professional growth while being resourceful, innovative and flexible.

### ACADEMIC RECORD

#### MASTERS

##### **SIKKIM MANIPAL UNIVERSITY**

Year - 2010 to 2012  
▢ MBA(MASTER OF BUSINESS ADMINISTRATION)

▢ Percentage: 64%

#### BACHELOR'S

##### **NATIONAL COLLEGE, BASAVANAGUDI (BANGALORE UNIVERSITY)**

▢ BSc (BACHELOR OF SCIENCES)

Year - 2003 to 2007

▢ Percentage: 53%

#### **HIGHER SECONDARY**

##### **KOHIMA SCIENCE COLLEGE**

Year - 2000 to 2003

▢ PERCENTAGE: 42%

#### S S L C:

##### **KOHIMA ENGLISH SCHOOL**

Year - 2000

▢ Percentage: 73%

### COMPUTER QUALIFICATION

▢ BASIC, MS-Office ,MS- Excel and MS- Power point

## LANGUAGES KNOWN

ENGLISH

HINDI

BENGALI

## INTERESTS HOBBIES

READING

MUSIC

AND

## PROFESSIONAL STRENGTHS

- Possess Excellent Communication Skills
- Excellent Written And Verbal communication
- Ability To Understand Diverse Needs Of Customers
- Possess Good Monitoring And Management Skills
- Excellent Coordinating Skills With Customers, Colleagues And Management
- Willingness to learn new skills
- Ability to handle pressure at work

## AREA OF INTEREST

- Training
- Team Lead
- Quality

## EXPERIENCE (Total Experience- 10 years )

- **Magus Customer Dialog Private Limited , Richmond road, Bangalore ( April 2018 – May 2019 )**  
Senior customer experience analyst which involved taking feedback about the product and services of Pantaloons.
- **Athena BPO Private Limited , Banashankari , Bangalore (April 2017- October 2017)**  
Process Trainer, which includes training agents on product and process, their supervision and monitoring via product test and side barging of agents calls. It included also refresher training of the agents for developing among them clarity of the subject.
- **Alpha Customer Private Limited, Lalbagh , Bangalore ( May 2009 – March 2017 )**  
Senior Customer Relationship Officer, which included overall answering customer queries via call, mail and chat and to resolve the customer concerns within stipulated TAT's .It included follow-up and closure of the customers problem.
- **Aegis BPO Private Limited ,Shivajinagar, Bangalore ( December 2008 – April 2009 )**  
Customer Care Executive, which included following up with prospect customer on regular basis for sale of insurance products.

## CLIENTS HANDLED

- Pantaloons ( April 2018 – May 2019) as a Senior Customer Experience Analyst.
- TTK Prestige (April 2017-October 2017) as a Process Trainer.
- BPL (May 2009- March 2017) as a Senior Customer Relationship Officer.
- Max New York Life Insurance ( December 2008 – April 2009)

## COMPETENCIES & KEY STRENGTHS

- ☐ Strong mentality and attitude
- ☐ Fast learner and Adapt well to change
- ☐ Proactive and self motivation
- ☐ Work effectively with diverse groups of people

## ADDITIONAL INFORMATION :

I believe in hard work, try to multiply my strengths and possess strong Interpersonal skills. I acclimatize myself to any kind of environment at a much faster pace.

**DECLARATION**

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

**Place:** BANGALORE

**Date :**

**( Abhisek Sarkhel)**