Summary

To work in a challenging environment where I can contribute my technical ability for the growth of the company and gain the knowledge and experience thereof for my personal.

Skill Highlights

|  |  |
| --- | --- |
| * Positive Attitude * Flexibility * Strong decision maker * Good with SAP and MS Office | * Hard working * Adaptable * Optimist |

Experience

**Production Planning and Control (GET)** - 01/2018 to 02/2019 **Genus Power Infrastructure Ltd**, Guwahati

* Responsible for planning the production as per orders received from the marketing department. Minimal Material Requirements Planning (MRP) on monthly basis.
* Preparing of monthly production plan & manufacturing of Energy meters with production department. Maintaining designs outputs (BOM’s& Drawing) and circulating the same to the concerned departments.
* SAP working knowledge related to PP and MM module. (MRP), 5S, Kaizen, 7-QC Tools, TIMWOOD.

**Customer Support Executive** - 11/2019 till Present **Teleperformance, Jaipur**

* Researched, calmed and rapidly resolved client concern to prevent loss of business.
* Maintaining good C-SAT scores.
* Manage chat flow with up to two chats at one time.
* Consistently generate additional revenue through skilled sales technique.
* Develop and maintain strong customer relationship.

Education

Bachelor of Technology: **Electronics and Communication**- 2017 **Assam Science and Technology University, Guwahati**

Certification

Completed one year of apprenticeship under National Apprenticeship Training Scheme.

Contact

**Father’s Name:**

Rajendra Nath Bora

**D.O.B:**

3rd March 1995

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Languages

* English
* Hindi
* Assamese

Hobbies

* Reading books
* Listening to music
* Playing outdoor games
* Completing DIY projects

Deepa Bora

