Gurmeet Singh

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Objective

To secure promising position that offers both a challenge and a good opportunity for growth.

Experience

HCL Technologies (2.5 years):

* I’m working as a **Process Trainer** for **Pearson VUE** process.
* My key responsibilities are to ensure the cross skill set training of the all agents on the floor, I also monitor chats, calls, email and incidents for any improvement in processing or handling.
* I also monitor **CMS Avaya** for SLA.
* I have to handle new batches as well, my responsibility is to train them and put them through production as soon as possible.
* I also work on remedy for any internal issue. Basic troubleshooting of systems etc.
* I also have monthly meetings with client to ensure about any updates for several programs.
* I was working as a **Customer Support Executive** for **Pearson VUE** process.
* My key responsibilities were to handle customer queries and request for scheduling, rescheduling and un-scheduling of the appointments for US candidates. And handling internal escalation’s.
* I work mainly on RegMan and VSS.
* I achieved **Extra Miller Award** for first .quarter JFM ‘16

Aegis Global (Essar Group) Private Limited (12months):

* I’m worked as a **Senior Executive Operations** for **Airtel NDNC** process.
* My key responsibilities were to handle the DND violation cases correctly within SLA with 100% quality.
* I work on different software’s to investigate the cases **like ICRM, PACS, Airtel DND, UD and CDF**.
* I was hired as **Customer Support Associate** for **Airtel GPRS Technical** process.
* My key responsibilities were to take the calls of the customer for GPRS help, and resolve their queries and complaints.
* I worked on software’s like **HLR, PACS, MINSAT, UD and KNOWMAX**.

Trainings & Projects

Telecom Network Solutions: I learned **Digital Wireless Technologies** and hands on RF, MW survey and Drive Test of BTS.

BBSBEC, Fategarh Sahib (Sirhind): I handled a project in team of five, my responsibilities were to design and develop the basic structure of project’s hardware. We made **Tele-Medicine using GSM**.

Advance Technologies: I have had training in **Very Large Scale Integrated Hardware Descriptive Language** (VHDL) from Advance Technologies, Chandigarh. We made a **path follower** in a team of three. My responsibilities were to program FPGA kit for our project.

Education

Bachelor of Technology (ECE): I have done my BTech from BBSBEC, Fategarh Sahib (Sirhind). I scored **76.98% with distinction**.

Twelfth (PCM): I have done my twelfth from KVRCF, Hussainpur. I scored **72.20%** overall **with 83.00%** in Physics.

Tenth: I have done my tenth from KVRCF, Hussainpur. I scored **75.20%** overall with **88.00%** in Science and Mathematics.

Interests & Hobbies

1. I like to get in touch with technology updates, so I surf internet for updates and news.
2. My hobby is sketching, I draw sketches of different faces and signs.
3. I like to play online games like Warcraft DOTA and Counter Strike.
4. I go for jogging in the morning.

Qualities

I believe I can provide a valuable addition to your organization and will prove to be a worthy asset, as I am a:

* Keen & Quick Learner.
* Dedicated and a hard worker.
* Don’t have any location constraint.
* Open to work in any shift schedule.