

SUMIT KUMAR PANDEY

Dharampur, Latehar-829206, Jharkhand

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OBJECTIVE

Energetic Engineering graduate with the proven leadership and organization skills seeking to apply my abilities.

EDUCATION

Bachelor of Technology in Electronics & Electrical, CGPA 7.14.	2014-2018
12 th Science from Jharkhand Board, Gossner college, Ranchi, 60% aggregate.	2011-2014
10 th Jharkhand Board, Durua High School, Latehar, 77.4% aggregate.	2011

INTERNSHIP AND WORK EXPERIENCE

- Intern, East Coast Railway, Bhubaneswar, Odisha** **15/05/2017 – 15/06/2017**
 - Gained insight to the Coach Maintenance Depot team observer. Attended in-service training classes for LHB Coaching Training. Prepared documents needed to implement plans selected by technicians. Expanded knowledge, especially on variable annuities.
 - Increased confidence as presenter delivering two speeches.
 - Gained functional overview of daily development activities.
- ITIL Training, ITSM.ZONEONLINE TRAINING** **15/03/2017 – 30/03/2017**
 - Service Management
 - Service Design
 - Service Operation
- Customer Service experienced, Etech, Gandhinagar** **26/12/2017 - 29/08/2021**
 - Gained the knowledge about company products
 - Enhanced the skills to sale the product
 - Objection handling
 - Customer retention
 - Worked as third party representative for Verizon residential services
- Quality Analyst, Etech, Gandhinagar** **30/08/2021 - Present**
 - Working for CHIME Campaign(fintech) as a third party auditor
 - Handling audits and disputes in risk management program
 - Experienced in managing client and sharing feedback

CERTIFICATIONS

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- Recognized as Top performer customer service consultant multiple times. (Verizon product based campaign)

SEMINARS AND WORKSHOPS

- Attended one day workshop on “Robotics & Embedded System”.
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SKILLS AND ABILITIES

- Good at listening , verbal and written skills.
 - Hands on experience working with MS Office(WORD, POWERPOINT).
 - Ability to work in teams.
 - Good Time management skills and fast learner.
 - Leadership Quality (Take a lead).
 - Self motivated.
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EXTRA CURRICULAR ACTIVITIES

- Participated in Konvoy Marathon organized by NSS **2017**
 - Volunteer at NSS – under ministry of youth affairs and sports(Project Parivartan).
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