**SOURAV MISHRA**

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E [mail - souravmishra114@gmail.com](mailto:mail%20%20-%20%20souravmishra114@gmail.com)

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**Objective:-** To secure a challenging position in a reputable organization to expand my learning , knowledge, and skills.

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

**Customer Service Experience**

**Total Experience : One Year Five Months**

Company Name : Etech Global Services Gandhinagar Gujarat

Duration : 15 May 2021 – 20 September 2021

Role : Customer Chat representative

Company Name : Ttec Customer Service Pvt. Ltd.

Duration : 01 April 2022 – Till Date

Role : Customer Chat representative

**Educational Qualification:-**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Course** | **Board University** | **Institution/ Department** | **Year** | **Marks (%) or CGPA** |
| **SSCE** | CBSE | Deepak Memorial School  Sagar (M.P.) | 2012 | 64 % |
| **AISSCE** | CBSE | Deepak Memorial School  Sagar (M.P.) | 2014 | 56.86 % |
| **B.E.**  **(Civil Engineering.)** | RGPV Bhopal | Technocrats Institute of Technology Bhopal (M.P.) | 2019 | 69.93 % |

**Computer Education:-**

* Knowledge of MS Office,
* Knowledge of window

**Key Skills : -**

Persuasive Speaking Skills

Adaptability

Ability to use positive language

Customer understanding

Taking Ownership

Quick Learner and ability to grasp things easily

**Personal Information:-**

Date of birth : 01 May 1996

Gender. : Male

Nationality : Indian

Maritial Status : Single

Languages known : English, Hindi

Address : Anand Nagar Road No 3 Rajakhedi Makroniya Sagar Madhya Pradesh 470004

**Declaration:-**

I hereby declare that all the information contained in this resume is in accordance with facts or truths to my knowledge. I take full responsibility for the correctness of the said information.

Place:-

Date:- Signature

**( SOURAV MISHRA )**