**Curriculum Vitae**

**Samir Hans**

**C/o Arvind Bihari Sinha,**

**At Nayatola Madhupur,**

**Basudeopur, Munger, Bihar**

**Cell: (+91) 8271939453, 7903934023**

**samirhans98@gmail.com**

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| **PERSONAL** | **Date of Birth** : 14 September 1991 |
|  | **Place of Birth**: Munger, Bihar, India |
|  | **Citizenship** : Indian |
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| **OBJECTIVE** | To successfully use my expertise which is the result of 10 months’ experience in |
|  | Customer Service for both Non Voice and Voice and aim to provide an excellent |
|  | solution by walking a mile in customers’ shoes. |
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**EMPLOYMENT**

**Aegis Customer Support Service Pvt Ltd.**

*January 04, 2018 to October20, 2018*

**Customer Care Executive**

* Provide Customers instant resolution via calls and emails
* Assist the customers for the Trade related issues
* Provide Technical troubleshooting of the Application over the call
* Help the customers with the available balance of Crypto currency
* Resolve the Escalated issues through emails.
* Provide Pin to the application locked customers
* Help the customers understand about the trade history and the price ups and down
* Provide excellent information on navigating the Crypto Currency Application
* Help the customers with the proper KYC information in order to get registered successfully.

**WORK EXPERIENCE**

I have an overall experience 10 months as a Customer Care Representative. I have joined Aegis as Customer Care Executive for the process of Zebpay and then after was promoted to Email Handling Compliance Department.

I am looking for a better opportunity ahead to prove my ability in providing excellent Customer Service and would be happy to be an achiever going ahead.

**EDUCATION** **TMBU University, Bhagalpur, Bihar, India**

Bachelor of Arts (Political Science)

2012 Passed with 56.25%

**Bihar State Education Board, Bihar, India**

Stream : Science

Percentage : 61.60%

**Bihar State Education Board, Bihar, India**

SSC : 2007

Percentage : 52%

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| **ACHEIVEMENTS** | Promoted to Email Handling Process in Aegis Customer Support Service Pvt |
| . | Ltd. |
|  | Promoted to Compliance Department |
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**SKILLS** **Language** - English, Hindi

**Computer Skills** - Microsoft Office Word, Microsoft Excel, Microsoft PowerPoint

**Personal Interests** - I am passionate to meet new people and learn new things whichcould help me drive my career in a more better way.