



ABHAY KUMAR MISHRA

Details

BISHAMBHAR PUR, P.O
CHANAYAN BANDH, P.S
MAJHAULIA, DIST WEST
CHAMPARAN, BIHAR
Bettiah, 845454
India
+917482999712
abhaymishrabth@gmail.com

NATIONALITY

INDIAN

DATE / PLACE OF BIRTH
15/04/2003
BISHAMBHAR PUR

Skills

Creativity

Self-motivation

Ability to Work Under Pressure

Decision Making

Computer Skills

Microsoft Office

Communication Skills

Customer Service

Leadership

Adaptability

Time Management

Teamwork

Communication

Problem Solving

Profile

To secure a creative and challenging position with professionally managed group. A position which will utilize my practical and theoretical experience and planning and provide an opportunity for professional and personal growth.

Dedicated Customer Service Representative dedicated to providing quality care for ultimate customer satisfaction.

Employment History

Computer IT Trainer , PMGDISHA , Bettiah

FEBRUARY 2020 – MARCH 2021

- Developed interactive and engaging lesson plans for students of all ages to learn computer fundamentals, software applications, MS Office and Cyber Security.
- Utilized a variety of teaching methods and strategies to engage and motivate students
- Utilized technology to enhance student learning and engagement

DSA- Third Party, HDFC BANK LTD, Bettiah

FEBRUARY 2021 – AUGUST 2023

- Maintained an in-depth knowledge of current lending regulations, ensuring compliance with all applicable laws
- Provided financial advice to internal stakeholders to support strategic decision-making
- Determined borrower eligibility, determined loan terms and conditions, and prepared loan documents

Customer Care Executive , Vision India Services Pvt. Ltd. (VISPL) , Bettiah

NOVEMBER 2023 – PRESENT

- Analyzed customer feedback to identify trends and develop strategies to improve customer service.
- Regular Contacting Client and note their any Complaint/ feedback/ Suggestion.
- calling and communication with Client.
- Monitored customer feedback and implemented strategies to improve customer experience
- Utilized scripts and other resources to answer customer questions
- Adhered to customer service standards and corporate policies to ensure customer satisfaction
- Acted as an escalation point for complex customer inquiries and complaints

Education

Matriculation , Delhi Public School Jubilee, Motihari, East Champaran

2017 – 2018

CBSE New Delhi

I.Sc Agriculture, Gopal Sah High School, Motihari, East Champaran

APRIL 2018 – MARCH 2020

BSEB Patna

B.Sc Agriculture (Hons.), Kamla Nehru Institute Of Physical And Social Sciences, Sultanpur, U.P

APRIL 2020 – PRESENT

Decision making

Languages

Hindi

English

Hobbies

Reading books & Magazine,
listening music & watching movie,
news and Written Article.
Meeting and talking to new People.
Travelling
Help & Support to Poor People
Hard work
Motivation

Dr. Rammanohar Lohia Avadh University, Ayodhya, U.P

Diploma In Computer Application, Kamla Nehru Institute Of Physical And Social Sciences, Sultanpur, UP

APRIL 2020 — MARCH 2023

3 Year Diploma In Computer Application

Diploma In HIV/AIDS and Family Education, IGNOU, DDU Gorakhpur

JANUARY 2022 — PRESENT

Extra-curricular activities

Kushal Yuva Program (KYP) Basic Computer Skill., BSDM, SCVT Government Of Bihar, Bettiah

OCTOBER 2018 — MARCH 2019

Soft Skills And Personality Development Online Course.

Mushroom Cultivation, Chandra Shekhar Azad Agriculture University, Kanpur

Medicinal Mushroom, Dr. Rajendra Prasad Central Agriculture University, Pusa, Samastipur, Bihar

International Training cum Workshop Program The Future of Farming Technology & Agripreneurship Development., Just Agriculture

Training On Drone Technology, Just Agriculture

Yoga Training Program [Workshop], KNIPSS, Sultanpur

Cyber Security Online Course

Digital Literacy Course, NIELET

7 Days Training Program In Scientific Honey Bee Keeping, KNIPSS, Sultanpur

Fisheries Training, Collage Of Fisheries, Bihar Animal Science Collage, Kishanganj, Bihar

Seminar

Participate In Seminar on Biometric Technology, KNIPSS, Sultanpur, U.P

Strength

Good Academic back ground

Good Communication Skill

Determination and approach in different situation

My Family

Weakness

- Restless without finishing the Project.