



# ABHAY KUMAR MISHRA

## Details

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