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|  |  | a satish kumar **Phone: +919951539742 | Email: pawar.satti@gmail.com**  **Address: HNO 492 yousuf guda police lines, Hyderabad.**  DOB:- 18-11-1992 |
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|  |  | OBJECTIVE To be a part of a dynamic and reputed organization where I can enhance my skills and creativity in conjunction with company’s goals & objectives to grow to a decision making position in the organization. |
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|  |  | professional experience **ECS ME L.L.C(Oracle Gold Partner) FEB 2018 – JULY 2018  CSA(Customer Service Associative)**  Description:  Tools :- Fresh chat, Pages, Google sheets**,** Zeresouq. Responsible for overseeing the day-to-day operations of the team, distributing the workload evenly amongst staff and making sure motivation and performance levels are maintained.   * Ensuring a clean, safe and friendly working environment for all team members. * Implementing new initiatives and making sure all staff understand them. * Managing any staff sickness levels and organizing the necessary cover. * Making sure that Health & Safety rules are strictly followed by all team members. * Establishing team and staff targets as a reflection of the company's objectives. * Providing accurate information to senior managers on key issues.   **ACE Bpo Services june 2014 – july 2016 Customer service associate (CSA)** Description : Tools : Resolving customer queries, Raising Complaints as per customer requirement.   * Prepares for customer inquiries by studying products, services, and customer service processes. * Responds to customer inquiries by understanding inquiry; reviewing previous inquiries and responses; gathering and researching information; assembling and forwarding information; verifying customer's understanding of information and answer. * Records customer inquiries by documenting inquiry and response in customers' accounts.  Educationjawaharlal Nehru Institute Of Engineering and Technology (JNTUH). 2014 Gradation under computer science of engineering.  Royal  **Junior College** **(MPC).                                              2009**  **Sri Sai Ram High School (SSC). 2007** |
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|  |  | Skills Operating System: Windows, Lixux.  Hardware Skills: PC assembling, Formatting, Partition, drivers Installation.  Tools: Microsoft Office, Salesforce.  Communication skill: Customer Service, Call Center Service Operations, email writing.  Others: Assembling & Troubleshooting of PC's, Windows Update & antivirus, Installation & Troubleshooting of OS. |

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|  |  | Core Qualifications  * Strong team-building skills. * Able to effectively assess operational inefficiencies. * Exceptionally talented at devising appropriate goals. * Good knowledge of measurable tasks. * Competent at social oral and written communication. * Excellent goal tracking and report writing.  Strengths  * Fair Technical and Communication Skills. * Leadership. * Team Mangemant. * Hard working. * Quick Learner. * Positive attitude towards work and life. * Smart thinking. | |
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|  |  | declaration: The information mentioned above details/particulars are true to the best of my knowledge and belief.  **Place: Hyderabad** (**A Satish Kumar**). | |
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