

Aman Adarsh Kumar

Professional Summary

My main career objective is to gain as much knowledge and experience in different fields while having the ability to interact with people as I am determined and have the willingness to work at the best of my abilities.

Core qualifications

- MS Office - Word, Excel, Power Point
- Network Engineering
- Customer Service
- Device Testing
- CCNA 1
- CCNA 2
- HTML, CSS, JAVASCRIPT and JQUERY

Work Experience

Ricoh

Customer Service Consultant – November 2018 – Current

- Tier 1 support
- Troubleshooting with software issues
- Setting up customer SMTP and Network functions
- Hardware troubleshooting
- Consumables orders
- Customer follow up orders
- Following up with technicians for services
- Actioning emails for services and consumables
- Liaising with other departments for customer accounts
- Basic Tier 2 Support and Network Configuration
- Assisting in Installing and setting up new printers or network devices
- Created a workflow on teams to help make our email services more robust and automated

Wireless Asset Partners

Customer Service Consultant – RF Technician June 2018 - October

175 Doonside Crescent Woodcroft, NSW 2767
Mobile: 0424940267 Email: aman.kmr4@yahoo.com

Responsibilities Include:

- Cable hauling
- Assisting on PIM and walk tests
- Installing antennas
- Running copper cable from the MDF to assigned destinations
- End to end testing
- Terminating cables
- Termination of splitters

Normads World – Team Leader
Customer Service Consultant January 2017- May 2018

Responsibilities include:

- Inbound call handing customer enquires
- Handling sales and working towards KPI
- Outbound calls to customer who require call back help
- Online enquires and emails Assisting travellers worldwide with purchase of products
- Monitoring team performance and KPI
- Providing 1 on 1 meetings and development for the team
- Taking control of escalation and complaints
- Providing monthly reports on team performance
- Liaising with different departments to work on problems and solutions faced
- Answering emails and online enquires

Salmat
Customer Service Representatives July 2016 – December 2016

Responsibilities include:

- Handling customer enquires
- Booking for home deliveries
- Resolve customer disputes from missing items, damaged goods and also
- Late deliveries and driver complaint
- Keeping track of drivers on delivery
- Checking proof of deliveries
- Inbound and outbound call inquires
- Working with a team to meet weekly KPI's
- Assisting customers with any problems while online placing orders
- Helping customers place orders online
- Organise deliveries of products

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- following up drivers and run sheets
- Data entry through notification of delivered or non-delivered good
- Handling customer complaints
- Calling and organising warehouse staff and team leaders for customer pick up

Optus
Cadet Trainee February 2014 – January 2016

Responsibilities include:

- Provisioning and planning service
- Assisting customer and also supplying support
- Technical support and trusting of device
- Presentation to external clients
- Customer service
- Testing 3G, 4G and 4G LTE network
- Outlining major service area using schismatic and data planning

Office Assistant
Casual /Part time Dec 2012 – October 2013

Responsibilities include:

- Data entry
- Accounts receivable
- collection Bank reconciliation
- Assist in stock control

KFC
Team Member Nov 2012 – Nov 2013

Responsibilities include:

- Customer service
- Stock control
- Meal preparation and meal station

Education

2001- 2011	Fiji
2013	Lurnea High School
2013- 2014	TAFE Lidcombe (Certificate 4 in Telecommunications)
2014 – 2015	TAFE Meadowbank (Advance Diploma in Networking and Security)

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Language Proficiency

- English (Fluent)
- Hindi (Fluent)

Skills

- Trustworthy
- Reliable
- Punctual
- Good time Management Skills
- Excellent Presentation
- Confident using Microsoft office
- Experience on cash register
- Able to work under pressure
- Focused on long and short-term goals
- Work well in groups or individually
- Friendly
- Outgoing
- Able to receive and act on constructive Criticism
- Good Customer Service skills

Reference

Available on Request