**Curriculum Vitae**

Shashi Kumar Mishra

C-126A, Raju Park, Khanpur

New Delhi -110062

Mobile: 9555916267

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**OBJECTIVE:**

I am enthusiastic and exceptional leader who is able to inspire and motivate the team to achieve targets. I am dedicated to maintain high quality standards. I am therefore; keen to find a new and suitably within a market leading organization.

**WORKING EXPERIENCE:**

* Working as a **Team Leader** with Mass Callnet India Pvt. Ltd. From 21st Sep,2013 to till date.

***Responsibilities:* Nextra Broadband.**

* Work with leaders to supervise our call center staff and daily Customer Service operations.
* Lead by example: Field inbound calls from current and prospective customers in a professional and courteous manner; Make outbound calls to follow up on customer inquiries, concerns, Document customer-related events through our IT systems; Answer questions regarding system performance

and maintenance.

* Create data for plan and deviation using MS- Excel.
* Conduct training sessions to prepare all Customer Service Representatives for success on the job.
* Contribute to a positive and fun work environment.

**EDUCATIONAL QUALIFICATION:**

* Graduation completed in 2012(BBA).
* Intermediate in Science stream in 2007.
* 10th completed in 2005.

**ACHIEVEMENTS:**

* Promoted as Team leader within 6months in Mass Callnet India Pvt. Ltd.
* Increment in salary within 5 months on basis of performance in Educational Initiative Pvt. Ltd.

**KEY IT SKILL:**

MS Office and Internet.

**PERSONAL DETAILS:**

Name: Shashi Kumar Mishra

Father's name: Late G.S. Mishra

Date of birth: 14-02-1989

Marital Status: Married

Nationality: Indian

Languages known: English and Hindi

**INTERESTS AND ACTIVITIES:**

Watching movies and listening music.

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**PLACE:**

**DATE:**

**(SHASHI KUMAR MISHRA)**