

# Rohit Kumar

## Python Programmer

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Badarpur, New Delhi

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github.com/badarpurboom

## EDUCATION

Bachelor of Computer Applications

Indira Gandhi National Open University

2018 - Ongoing Delhi

## EXPERIENCE

Quality Analyst

ICCS BPO

AUG 2019 - NOV 2019 Delhi

- Audits and offer suggestions for improvement.
- Conduct coaching sessions with associates and provide feedback.
- Conduct monthly calibration sessions with call center team Leaders to develop scoring consistency and best practices.
- Complete analysis of results to identify root causes that will lead to efficiency and quality gains in the contact center.

Customer Care Executive

ICCS BPO

FAB 2018 - JUL 2019 Delhi

- Respond to customers' enquiries relating to information, product and fault calls resolving as many queries.
- Logging and classifying all calls and requests for assistance In the customer relationship management system (CARE).
- Track enquiry resolution progress with a status update or resolution if queries cannot be resolved.
- Accept additional projects or areas of responsibility that will improve the team's performance.

## PASSIONS

music production

Coding and programming

## FIND ME ONLINE

Badarpurboom

/Badarpurboom

## LANGUAGES

Hindi

English

## SKILLS

Python Django HTML CSS

Selenium SQL Machine Learning

## MY LIFE PHILOSOPHY

*The stupid people are not the ones that fail an exam, the stupid people are the ones that doesn't know the dimension of their stupidity.*

Albert Einstein