Deepak

Customer Service Representative

CONTACT

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Address: Khoosa Ka Purwa, Village and Post Kanhi Madhupur, Tehsil Patti, Pratapghar, Uttar Pradesh, Pin – 230403

PROFESSIONAL EXPERIENCE

Customer Service Representative | Mar 2024–Present

HCL Tech., Lucknow, Uttar Pradesh – US Voice Process (Pearson VUE)

- Adherence & Productivity – Consistently meeting login hours and ensuring compliance with shift schedules to maintain operational efficiency.
- Quality & Performance Metrics – Maintaining high service quality while meeting key performance targets like AHT (Average Handling Time), CSAT (Customer Satisfaction), and FCR (First Call Resolution).
- First Line Help Desk & Payment Support – Managing inbound calls, assisting with exam registration, scheduling, rescheduling, and cancellations as per Pearson Vue policies.
- Payment Processing – Collecting payments over calls to facilitate exam registrations and ensuring smooth transaction handling.
- Technical Support & Troubleshooting – Assisting candidates with OnVue remote proctoring issues during the check-in process.
- Case Management – Creating cases for candidate issues, Providing resolution by coordinating with the Program Coordinator Team over calls.
- Key Skills – Strong problem-solving, active listening, communication, and customer-handling skills to ensure efficient issue resolution and candidate satisfaction

Quality Engineer at Probation Period | Jul 2022–Oct 2022

Reva Industries India Pvt. Ltd., Faridabad, Haryana

- Worked with the Quality Head, Making Documentation (QAP, BOI List Etc.) and Direct Dealing with Clients for manufacturing Approval, Stage Inspection of Cranes for further processes. Gear Box Ideal Run Testing, Proof Load Test and DPT of Hook.

GET – Quality Engineer | Feb 2022–Jul 2022

Jai Bhawani Mata Engitech Pvt. Ltd., Pune, Maharashtra – (Schindler Electric India Pvt. Ltd.)

- GET Quality engineer During Last Semester of B.Tech completed Six-Months of Industrial Training.
- Final stage Product Inspection using some Mechanical Instruments (Digital Vernier Caliper, Micrometer, Height Gauge Etc.)
- Finding Dents & Defects, Reporting to Quality Head for further Actions.

EDUCATION

Global Institutes of Management & Emerging Technologies, Amritsar | 2019–2022

B.Tech in Mechanical Engineering
- CGPA: 7.73

Universal Private ITI, Amritsar | 2018–2019

ITI In Welding Trade
- 81 %

Global Polytechnic College, Amritsar | 2015–2018

Diploma in Mechanical Engineering
- 65.1 %

SKILLS

Technical Skills
- Python
- Git & GitHub
- HTML, CSS & Basic Java Script
- ReactJS
- Angular

Soft Skills
- Active Listening
- Communication
- Team Work
- Time Management
- Multitasking