

MOHIT  
MISHRA

## CAREER OBJECTIVE

To pursue a challenging career with dedication and provide my efficiency to fullest a professional organizational environment wherever I serve my duties that will discover the potential in me

## CONTACT

PHONE:  
6264981936

EMAIL:  
mohitmishra162000@gmail.com

## HOBBIES

Playing Cricket  
Listening music

## DECLARATION

I here by declare that all the above stated id true and Iam ready to submit all the relevant documents whenever needed.

## EDUCATION

### Sarswati Sishu Mandir School, Panna (M.P)

July 2015 – May 2016

Senior Secondary

Percent- 78.6%

### RP HR. Sec. Excellence School, Panna (M.P)

July 2017 - May 2018

Higher Secondary

Percent – 76.4%

### Maharaja Chhatrasal Bundelkhand University Chhatarpur (M.P)

Bachelor in Science

July 2018 – June 2021

Percent - 69.4%

## WORK EXPERIENCE

### 1. Flipkart Seller Support, Teleperformance. Indore, Madhya Pradesh

Aug. 2021 — 2022

#### Roles and Responsibilities

- Handling seller and listing on boarding  
Handling Carrier queries and third party vendors queries
- Handling tickets and Resolving tickets

#### Achievements

- Maintaining SSAT
- Handling multiple case queues

### Taskus India PVT LTD Indore Madhya Pradesh.

JULY 2022 – Present

#### Roles and Responsibilities

- Handling inbound and outbound calls and chats
- Making sure that customer queries are solved at right time with right resolution
- Worked in both voice and non voice as per the company requirements
- Create and maintain daily records of customer service on daily basis for call backs and pass backs from client and customers

#### Achievements

- Maintaining AHT,CSAT,FCR
- Handling multiple case at a time
- Best reviews and recognition from client

## SKILLS

- Teamwork
- Communication
- Critical thinking
- Time management
- Quick Lerner Good listener