


# Sangeeta

 9582776850

 sangeetakumari7838@gmail.com

 Delhi

## Work experience

**3 years 8 months**

## ABOUT ME

I am adaptive at handling multiple tasks on a daily basis competently and at working well under pressure with skilled in, technical support, managing team, Microsoft excel and outlook.

To be a successful professional in a respected company and to achieve the objectives of the company with integrity and fairness and to continuously upgrade skill.



## Education

**Graduation from Zaakir Hussain College, DU in 2019**

**12th from CBSC in 2014**

**10th from CBSC in 2011**



## Professional Skills

- Expertise in Escalation, CRM process, Excel.
- Proven customer centric approach and problem solving skills.
- Highly result oriented professional with exceptional communication and negotiable skills.
- Repair and troubleshooting in Telecom Industry/Hardware Internet connections
- Billing
- Sales
- Upgrade



## Work Experience

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**Convergys Pvt. Limited (Concentrix Limited) Gurgaon Oct 15<sup>th</sup> 2019 to Nov 12<sup>th</sup> 2020**

**Role: Rep Technical Advisor –I** in Telecom Services

**Responsibilities:**

- Troubleshooting in wireless mobile technology
- Live chats
- Responsible to take care customers of reputed inter-nation broadband client and troubleshoot their Internet issue.
- Focused on up-selling

**Tech-Mahindra Limited, Noida**

**Nov- 30<sup>th</sup> 2020 to 3rd Jan 2023**

**Role: Sr. technical Support Associate-II**

**Responsibilities:**

- Troubleshooting Digital Internet/ Cable/ phone service and configuration remotely
- Upgrade/sales
- Live chats/Team management
- Responsible to provide resolution for issues of reported services- FIOS Internet / Cable/ FDV
- To achieve goals set by the organization in the form of Performance Linked Incentives (PLI).

**Technical Skills/Software:** : MS Office and Excel, Router configuration and Internet issue troubleshooting  
**Skills**

***Lumen Technology Noida***

**18th Jan 2023 to till date**

**Role: Sr. Support Associate-II**

**Responsibilities:**

- Upgrade/sales
- Live chats/Team management
- Billing
- To achieve goals set by the organization in the form of Performance Linked Incentives (PLI).

***I do hereby declare that all the information above are correct and true.***

**Place:** New Delhi



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