

CURRICULUM VITAE

Rishabh Bhat

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Distt Jammu

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CAREER OBJECTIVE:

- To be a part of organization that provides clear direction, where I am encouraged and motivated to welcome challenges and contribute my knowledge, experience and skills, as well as taking the opportunity to learn from other to achieve the goals of the organization.

EDUCATIONAL QUALIFICATION:

- 10th from JKBOSE.
- 12th from CSE (Science)
- B.C.A from C.V.R. University

PROFESSIONAL QUALIFICATION:

- Diploma course in B.F.S.I (Banking Finance Services and Insurance) from DDU-GKY.

WORKING EXPERIENCE:

- Three years of experience in Simula Software Solutions as a Senior Customer Care Executive and trainer from (22-10-2013 to 30-05-2017).
- Working as a freelancer as a Content writer from (2018 – 2020).
- One Year experience in Teleperformance India Private Limited as a Customer care associate (04-07-2021 to 08-06-2022)

Software knowledge

- ➔ Tallyerp9(complete)
- ➔ Busy
- ➔ MS office (word, adv. excel, power point, access, publisher)
- ➔ HTML Web Development
- ➔ Corel Draw

Knowledge in tally

Maintaining all type of vouchers, voucher configuration, POS, stock maintenance, bank reconciliation, taxation i.e. GST, TCS, TDS, SERVICE TAX, payroll sheet, data import /export, maintaining financial reports, other configuration tallyerp9.

Role and Responsibilities in Simula

- Working as a CCE. (Customer Care Executive)
- Taking calls from customers as well as from Dealers.
- Helping them to solve their issues.

Role and Responsibilities in Teleperformance India Pvt. Ltd.

- Working as associate for Flipkart process.
- Helping customers via chat, Email process to resolve their issues and provide them a perfect resolution according for their issues.
- Helping my team leader to make day to day workbook sheets which helps my fellow associates to calculate their login hours, break time and log out time.
- Creating MIS reports in Excel.

PERSONAL SKILLS:

- ➔ Comprehensive problem solving abilities, excellent communication skill, ability to

Work in a team and willingness to learn.

PERSONAL INFORMATION:

Father's name	:	Sh. Ravinder Kumar
Date of Birth	:	06/07/1991
Sex	:	Male
Marital Status	:	Unmarried
Language known	:	English, Hindi
Nationality	:	Indian.
Disability (Yes)	:	OH (58%)

I hereby certify that the above information is true to the best of my knowledge and in case information found false or incorrect I shall be liable for the decision taken by the management.

Place: Jammu

(Rishabh Bhatt)