

**Ashwini Kumar Mishra**

**8726596216**

**Email: ashwinimishra43@@gmail.com**

#### **CAREER OBJECTIVE**

To work in a challenging & encouraging atmosphere that provides the best opportunity for learning and growth.

#### **PROFESSIONAL SUMMARY**

- Currently Working as Associate Delivery Support at Karvy Innotech Limited Noida Since 14-Nov-2019 to till Date.
- Handling AAI Customer call Day to Day
- Configuring IP-PBX Base Server at AAI Varanasi.
- Configure IP-Phone at AAI Varanasi
- Worked as **Call Coordinator at Aforeserve.com Limited Noida Since 25-Oct-2016 to 7-Nov-2019.**
- Handled **MB Power** and **Moser Baer Customer** at PAN INDIA.
- Handled **Omaxe Customer** at PAN INDIA.
- Handled **Motherson** and **I.G.L Customer** at PAN INDIA.
- Handling customer escalation and maintain the customer **SLA**.

#### **COMPANY PROFILE**

Karvy is an integrated service management and support company offering comprehensive and standardized life cycle services for the full spectrum of Information, Communication and Technology (ICT) products.

#### **PROFESSIONAL EXPERIENCE**

**Company** : Karvy Innotech Limited  
**Designation** : Associate Delivery Support  
**Duration** : 14-Nov-19 to till date

## JOB RESPONSIBILITIES

- Providing Customer Support at AAI Varanasi.
- Provided support to two customers (HPPPL and Moser Baer) at pan INDIA of different mindset.
- Handling customer escalation and maintain the SLA.
- Daily review of calls and doing weekly review meeting of projects with customer.
- Payment follows up with customer.
- Review the required part transition to minimize the escalation and downtime.

## EDUCATIONAL QUALIFICATIONS

Class/course	College / University	Board	Year	Percentage/CGPA
B.TECH	SRMU Lucknow	SRMU	2015	6.48 CGPA
Intermediate	Govt Inter College,Jakhini, Varanasi	UP	2009	57.2%
High school	Atal Bihari Bajpai Intermediate College Karaut, Varanasi	UP	2007	57.1%

## VOCATIONAL TRAINING/PROJECT UNDERTAKEN

- Training In ZigBee Technology from BHEL Varanasi in 2014.
- Project work in **Forensic Science Laboratory** Lucknow in 2014

## EXTRA CURRICULAR ACTIVITIES

- Student coordinator of **ENVIRONMENT CLUB** SRMU Lucknow.
- Member of Organizing Committee in **Anubhuti (2014-2015)** in SRMU Lucknow.

## STRENGTHS

- Self Motivated
- Team player as well as individual player and has the ability to grasp new things quickly.

### **PERSONAL DETAILS**

- Father's Name : Mr. Ramesh Chandra Mishra.
- Date of Birth : 19-03-1993
- Gender : Male
- Marital Status : Married
- Languages Known : English and Hindi.
- Permanent Address : Babu Ram Ka Pura, Babhniyaw, Varanasi-221311.
- Phone Number : 8726596216

### **DECLARATION:**

I hereby declare that all the above information is true to the best of my knowledge.

**Dated: 01-09-2022**

**Place: Varanasi**

*Ashwini*

**(Ashwini Kumar Mishra)**