**CURRICULAM VITAE**

**PRABIN KUMAR THAPA**

21/16 Sivaji Road

A-Zone Dgp-4

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**OBJECTIVE :-**

*To secure and build career in challenging sector, to utilize my skills and experience in the best possible way in dynamic and stable workplace and to obtain a position where my skills are valued and can benefit the organization.*

**RESPONSIBLITIES AND DUTIES :-**

* Address customer service inquiries in a timely fashion.
* Provided accurate and appropriate information in response to customer inquiries via Live Chat/Emails and calls.
* Enhance the customer experience by providing quality assistance and in depth product knowledge.
* Reverting to customer emails and managing good export.

**KEY SKILLS :-**

* Strong customer service ability.
* Excellence management in time and task.
* Great communication skills.
* Analytical and problem solving skills.

**WORK HISTORY :-**

* 10 *(Ten)* years of experience in Private Tuition.

**ACADEMIC BACKGROUND :-**

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| --- | --- | --- | --- |
| **STANDARD** | **BOARD** | **YEAR** | **RANK** |
| MCA | W.B.U.T | 2011 | 1st (77.4%) |
| B.Sc | Burdwan University | 2008 | 1st (61.3%) |
| Intermediate | C.B.S.E | 2004 | 1st (73.0%) |
| Matric | C.B.S.E | 2002 | 1st (77.4%) |

**PERSONAL DETAILS :-**

* Father’s Name :- Dil Bahadur
* DOB :- 10/08/1987
* Nationality :- Indian
* Language Known :- English, Hindi, Bengali
* Permanent Address :- 21/16 Sivaji Road A-zone

Durgapur -4 W.B