

RESUME

Nilesh Narayan Hol.

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OBJECTIVE:-

To contribute my Education and skills in a position with growing and dynamic organization, and secure a challenging position.

EDUCATION QUALIFICATION

| Examination Passed | University | Year Of Passing | Percentage | Division |
|---------------------------|-------------------|------------------------|-------------------|-----------------------|
| S.S.C | PUNE BOARD | March 2006 | 51.73% | 2 nd Class |
| Diploma in CS | MSBTE | 2010-2011 | 60.58% | 1 st Class |
| Graduation (BE in CS) | PUNE | 2013-2014 | 56.77% | 2 nd class |

EXPERIENCE:

Worked with TATA BUSINESS SUPPORT SERVICES (TATA Capital Process) September-2015 till 15th January 2017 (16 months)

Designation:-Customer Care Executive-Operations (16 months)

Key Accomplishments:

- Contribution for handling customer emails.
- Contribution for achieving all types of target.
- Handling the higher escalation calls.
- Handling Normal calls related to Personal Loan, Home Loan, and Auto Loan.
- Meet in daily service level and Answering level.
- Meet in floor AHT.
- Floor Support.

STRENGTHS

- Team Player, Enjoy working in a group.
- Worked in Inbound, Email chat Queues (Service)
- Quick learner
- Determination to work hard.

PERSONAL INFORMATION:-

| | |
|-------------------|---------------------------------------|
| ➤ Date of Birth: | 5/6/1991 |
| ➤ Gender : | Male |
| ➤ Marital Status: | Single |
| ➤ Nationality: | Indian |
| ➤ Hobbies: | Listen unplugged music, Web browsing. |
| ➤ Language Known: | English, Hindi, Marathi |

DECLARATION:-

I hereby declare that all above information furnished above is true to the best of my knowledge and belief and I held sole responsibility for its authority.

Date:

Place: **Pune**

NILESH HOL