

# **RESUME**

**Shankar Sharma**

**3rd Floor, Sunny public school, Near Rockford Convent School,**

**Gurgaon, Haryana 122001.**

**+91-9953647762**

**shankarsharma183@yahoo.com**

## **Objectives**

Appropriate position in an organization where my skills could be harnessed to upgrade my learning process and simultaneously achieve objective of the organization in an efficient manner.

## **Work Experience**

**Company: Intelenet Global Service.**

- Client Name: Spectranet (ISP)
- Duration: Jul 20th 2015 to Till Date

**Profile: Customer Support Associate**

## **Roles & Responsibilities**

- Providing technical support to customer.
- Records customer's queries by documenting received via calls and emails.
- Prepares for customer queries by studying products, services and customer service processes.
- Providing information and helping to solve problems.
- Recording of all the customer information into customer DB of Spectranet.
- Log tickets from users (received through phone, mail) in to CRM tool.
- Acknowledge the tickets, allocate appropriate category.
- Update customer timely till resolution.
- Close all the logged tickets and providing response to customer before closure of tickets.
- Taking regular feedback from customers to improve the quality of service.

## **Professional Efficiencies**

Punctual and Disciplined

Problem-solving skills

Excellent oral and verbal skill

Excellent Inter-personal skill

**Technical Skill**

MS Office (MS Word, MS Excel) and internet tools

**Educational Qualification**

10<sup>th</sup>from MP in 2010 with 88% marks

12<sup>th</sup>from UP in 2012 with 66% marks

**Hobbies**

Reading & Music

**Strength**

Hard Working, Confident and Punctual

**Personal Profile**

Father's Name :- Suresh Sharma

DOB :- 20 Jul 1993

Marital Status :- Single

Nationality :- Indian

Date:

Place :

Signature: