

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

10th from MP in 2010 with 88% marks

12th 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: