

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