

## **Vivek Bhardwaj**

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### **OBJECTIVE**

I am a consistent, hard working, highly motivated person. I enjoy working with the public. I feel that i am a friendly, outgoing and dependable person. I feel it is crucial to demonstrate the importance of my job duties and expectations. I am looking to improve my position in the work force, expand my knowledge and skills. I am also looking to establish long term employment in a friendly environment.

### **ACADEMIC DETAILS**

- BHM [2008] with aggregate of 60 from IHM GWALIOR
- 10+2 [2004] with aggregate of 55 from CBSE
- 10th Board [2002] with aggregate of 78.6 from CBSE

### **WORK EXPERIENCE**

- Working as CSA in Arvato Bertelsmann Marketing Services Pvt. Ltd from Mar 2016 to till date  
Role :Handling Members' queries through chat and email.  
  
Managing Service Levels as per time to time responsibilities allotted by the appropriate authority.  
  
Prepared Job aids for Buying and Selling segments under the guidance of ex trainer and Team Leaders.  
  
Worked as Floor Support as per time to time responsibilities allotted by the appropriate authority.
- Worked as CSA in Concentrix Daksh Pvt. Ltd from Aug 2015 to Mar 2016  
Role :Worked as customer support representative for Amazon UK process on all the 3 LOBs - voice, chat and email.

### **PROJECT DETAILS**

**Title** : Job Aid  
**Description** : Prepared the detailed steps and resolution for handling members' concerns over the chat and email support  
**Duration** : 1 week  
**Role** : Team member  
**Team Size** : 2

### **FIELD OF INTERESTS**

- Customer Service
- Travelling

### **SKILLS**

- Customer Dealing - Tries my level best to get the customer's issue resolved because I believe one happy customer will bring lot of other customers
- Computer Knowledge - I have basic knowledge of computers by which I do my daily works in an organized manner
- Internet Applications - Internet applications help me to get the projects and day to day work completed smoothly

### **INDUSTRIAL EXPOSURE**

#### ***Industrial Visit at:***

- ITC Mughal Sheraton Hotel, Agra for 20 weeks

#### ***Inplant Training at:***

- Was trained in all the major 4 departments and worked in Reservations

### **ACHIEVEMENTS**

- Got letter of recognition from the ITC Mughal Sheraton Management for my outstanding performance in Front Office department.
- Winner of 2 fortnightly RnR contest in the present organization

## **CO-CURRICULAR ACTIVITIES**

- Participated in college sports week

## **STRENGTH**

- Self Motivated - I get my motivations from my failures because with that I learn how to get the work done perfectly.
- Team work - I believe team work can get any big challenge resolved in a very smooth manner.
- Patient - I maintain my patience level to get the assignment completed because slow and steady win the race.

## **HOBBIES**

- Travelling - I like to visit different places which helps me learning different cultures, tradition, delicacies and languages.

## **DECLARATION**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

(Vivek Bhardwaj)