KISHORE KUMAR

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tirupati, Andhra Pradesh

## Summary

Telecom professional with [1.7 years] of experience in voice process, including customer service, sales, and technical support. Proven track record of delivering high-quality services to clients in customer support.

## Experience

Reliance SMSL Ltd 09/2020 - 05/2022

Taking calls from customers (Inbound & outbound )

Assisting them with different queries related to plans , vouchers, network issues , complaints , process n product related queries .

Adhere to the KM scripts & customer response protocols

Experienced in customer support tools like Novelox, NICE, JCP ,JBP etc.

## Skills

Customer service, Communication skills, Time management, Microsoft excel, languages known (Telugu , English , Hindi)

Education

# BTECH

Annamacharya Institute Of Technology & Sciences • tirupati, Andhra Pradesh 04/2019

# Intemediate

NRI Junior College • tirupati, Andhra Pradesh 03/2015

# SSC

Sree Venkateswara (EM) High School • RENIGUNTA, Andhra Pradesh

04/2013

Achievements

During work period , I’ve been recognized and an Tag called CSAT champion has been provided to me Three times.

Also , My call were selected and played as WOW calls multiple times.

Also my name has been proposed for an Team lead position