# Govind Prasad Joshi

## Energetic Customer Service Representative

Strong verbal and written communication skills combined with a hardworking attitude

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## EDUCATION

### M.A. in Politics (International Studies)
Jawaharlal Nehru University

*05/2017 - 05/2019*                                    *New Delhi, India*

## WORK EXPERIENCE

### Translator and Interpreter
Lingua Mart

*07/2019 - 02/2022*                                    *New Delhi, India*
*Achievements/Tasks*

- Completed more then 50 interpretation for visa interview at Canadian & Swiss Embassy in New Delhi, India with 100 % customer satisfaction and success.
- Translated over 2000 pages for my company with consistency and accuracy.
- Transcribed over 100 hours of audio and video content sucessfully.

### Administrator
Continuity & Resilience

*04/2014 - 03/2017*                                    *New Delhi, India*
*Achievements/Tasks*

- Created database file of over 20,000 entries.
- Handled dometic and international travel requirements of the company.
- Implemented Email Marketing Campaigns and Physical newsletters distribution.

### Team Leader
Par International

*08/2010 - 03/2014*                                    *New Delhi, India*
*Achievements/Tasks*

- Handled product shipments,customer queries, return and refund policies.
- Created ad campaigns,offers,discounts ,marketplace for "Home Décor & Linen Category".
- Led team of 15 sellers on ebay india platform for our company products.

## SKILLS

Customer Service Skills  Multilingualism

Adaptability & Patience

Troubleshooting and research  Software proficiency

Typing & Data entry  Attentive listening, empathy

Speed,efficiency &Time management

## AWARDS

Recognition for Toppers Award (01/2005)

Best Employee of the Year Award (01/2020 - 12/2020)

## CERTIFICATES

Red Hat® Certified Engineer (RHCE®) (02/2010)

Goethe-Zertifikat A1 (01/2022)

## LANGUAGES

English
*Full Professional Proficiency*

Hindi
*Full Professional Proficiency*

Nepali
*Full Professional Proficiency*

Telugu
*Elementary Proficiency*

German
*Elementary Proficiency*

Korean
*Elementary Proficiency*

Spanish
*Elementary Proficiency*

Doteli
*Full Professional Proficiency*

## INTERESTS

Learning languages   Travel

Software engineering   Stocks   Technology