

# Aditya Kumar Nagar

- I have worked on different projects in Concentrix including being Temp SME and handling client queries. For New LOBs I have created work materials related to policy implementation.
- I have worked in different LOBs. Therefore, I have experience in Content moderation, Email support, Back end, Product assurance and Chat support.
- Currently, I am working in Chat support which is a New LOB however here as well, I have mastered the policy implementation including creating a Response Templates and suggesting a few changes in tool to client which have been successfully implemented.

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## Experience

**Concentrix**  
Sr Customer Care Executive  
Gurgaon  
**July, 2021 - Aug, 2024**

**Ison**  
Customer Care Executive  
Noida  
**November, 2020 - June, 2021**

## Education

**IGNOU**  
History, International Relation, Public Administration  
BA  
**2021 - 2023**

**VDP GIC**  
PCM  
12th  
**2016-17**

## Certifications

**Google Sheet - The Comprehensive Masterclass**  
Udemy  
**April 2, 2023**

**Career Camp | Data Structures in Python**  
Coding Ninja  
**October 2023**

**Career Camp | Introduction to Python**  
Coding Ninja  
**July 2023**

## Skills

**Excel**

**SEO**

**Google sheet**

**Google presentation**

**Python**

**Communication**

**Public Speaking**

## Interests

**Coding**

**Gaming**

**Reading**

## Awards

**Beyond the Call of Duty**  
Operation Manager  
5 times

**Best Finisher**  
Concentrix

**Innovator**  
2 times

**All Rounder**  
6 times

## Languages

**Hindi**

**English**

**Gujrati**