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| AMRINDER SINGH  **Correspondence & Permanent Address:**  **#855/8, Guru Nanak Nagar**  **Patiala-147001**  **Punjab.**  **E-mail:**  [AmrinderBedi85@gmail.com](mailto:AmrinderBedi85@gmail.com)  **Contact number :-**  **91-7888520474**  **91-9582058650**  **Father’s Name:**  Sh.Parminder Singh  **Date of Birth:**  15th May, 1985    **Gender**: Male  **Nationality:** Indian **Marital Status:** Single **Languages to**  **Read, write and speak:**  English, Hindi ,Punjabi  **Strengths:**  ● Ability to work effectively both in team & individually.  ● Hard working and Fast learner with the flair for learning new things.  ● Good Convincing Power and Positive Attitude  ● Dedication & Devotion.    **Interests and Hobbies:**  ● Playing Piano  ● Playing Cricket  ● Watching Lawn Tennis  **Preferences:**  Location: Global | CAREER OBJECTIVE  To firmly establish myself in a challenging position with a growth-oriented company that offers the opportunity for personal growth and professional advancement, fully utilizing my creative talents.  JOB PROFILE  ► Looking for a brake in such company by learning advance technologies to sharp my technical skills more and also to give the best performance to the Organization.    PROFESSIONAL EXPERIENCE  ► **FIS Global Services Gurgaon**    **Role- Customer Service Associate Devoting Time: 51 months**      **Company’s Profile:**  ►Fidelity National Information Services was formed on February 1, 2006 when [Certegy Inc.](http://en.wikipedia.org/wiki/Certegy) merged with Fidelity Information Services, a subsidiary of [Fidelity National Financial](http://en.wikipedia.org/wiki/Fidelity_National_Financial)   * In 2004, prior to the merger which created FIS, FIS had acquired the rights to Profile, their main banking application, by acquiring Sanchez Computer Associates, Inc. of Malvern Pennsylvania. * In 2007 FIS acquired [eFunds Corporation](http://en.wikipedia.org/wiki/EFunds_Corporation) (EFD), adding switching and transaction management to the stable of financial products. * In January 2013, the company announced it had acquired mFoundry, a developer of mobile banking and retail applications.   **Primary Responsibilities:**  Provide accurate and updated information in a respectful, friendly and courteous manner   * Be understanding, approachable and demonstrate interest in the customers. * Handling **multiple chat queries** at the same time. * Provide quality service on every chat. * Manage chat length. * Having product knowledge.   **Page 1 of 3** |
|  | ► **Mr Site Takeaway Pvt. Ltd**   **Patiala**    **Role- Host Administrator Devoting Time : 8 months**          **Company’s Profile:**  ►Mr Site was set up in 2004 and has swiftly become the UK’s favorite provider of innovative website-building packages, web hosting and e-commerce software. It creates online tools that are not only technically excellent – they’re incredibly easy to use.  Mr Site has helped thousands of people all over the world build and manage their own websites. From youth clubs in Yorkshire to beauticians in Bangladesh to shoe shops in London, all kinds of organizations have been able to make their mark online with us.  **Primary Responsibilities:**  • Responsible for the operations of domains moving IN and OUT with the company. Keeping and tracking records for all domains registered with company.  • Working together with Top level registrars like Enom, Nominet, Zip hosting, Packweb, Net4 etc on the behalf of company’s clients.  • Maintaining accounts registrations, renewals and expiry periodically or as when needed.  • Reporting direct to Manager, India and UK for the daily reporting as well as monthly data.  **Secondary Responsibilities:**  The functions of the host administrator role are:  ● Add a new host with a unique name and IP address to a specific zone.  ● Remove a host from a specific zone.  • View the list of zones names in which the administrator will manage hosts.  • Assign or remove additional addresses to or from a host.  **Intelent Global Services Pvt Ltd Mohali**  **Role- Customer Service Associate Devoting Time: 15 months**  **Company’s Profile:** |
|  |  Delivering through  **20 state-of-the-art centres across 8 locations in India** - Mumbai, Pune, Mohali, Delhi, Kolkata, Bangalore, Chennai,Pondicherry and Dehradun.   Managing a wide array of processes across verticals including Financial services, Insurance, Telecom, Travel, Retail, Media, Consumer Durables, Healthcare etc.   Providing customised outsourcing services and solutions to over 40 clients   ISO 9001-2000 certified  **Job Responsibilities:**  • To assess and resolve customers queries.  **.**Manage length of calls.  **.**Provide quality customer service on every call.  OTHER EDUCATIONAL QUALIFICATION DETAILS   |  |  | | --- | --- | | **Education** | **Board** | | 12th | P.S.E.B, Mohali | | 10th | P.S.E.B, Mohali |   DECLARATION  In the end I assure you if I got a chance to work under your kind control, I will do my best to satisfy with my work and duties.  **DATE\_\_\_\_\_\_\_**  **PLACE\_\_\_\_\_\_ AMRINDER SINGH.** |
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