

# Shivam Kumar Customer Support Associate

📍 Naya Bazar Pachna Road chandni chowk,  
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👤 Male

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📅 11th August 1997

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## 👤 PROFILE

Hello. my name is Shivam Kumar, I had done Graduation in 2019, and I have 6 months of experience in CSA , MY skills like clear communication, Positive attitude, Listening skills will be helpful in Customer support associate role.

## 🎓 EDUCATION

2016 – 2019 **BSC (Zoology Hons)**  
Magadh University

## 💼 PROFESSIONAL EXPERIENCE

March 2022 – September 2022 **Verification executive**  
Apnetime.Inc  
My role was to verify the job before it was going to live on the portal if there was any issue called the different company,s HR regarding the job post in the doorway.

2021 – 2022 **Customer support Associate**  
Magicpin  
My role was to solve the queries in real-time of the customers like Merchant, delivery partner and the user.

September 2021 – October 2021 **Telesales Intern**  
Planet Spark  
My role was to call the leads (parents) on the CRM portal, explain the advantage of the course, and book the free trial course for their children in the age group 5-15.

August 2021 – September 2021 **Business development(sales )**  
Avoda Edutech PVT LTD  
My role was to call the given leads from the excel sheet and explain him/ her the respective courses like ethical hacking and all.


## 🧠 SKILLS

Listening skills	● ● ● ● ●	self controll	● ● ● ● ●
Positive Attitude	● ● ● ● ●	Conflict Resolution	● ● ● ● ●
Empathy	● ● ● ● ●	A sense of Humor	● ● ● ● ●

## 🌐 LANGUAGES

English	—————	Hindi	—————
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## CERTIFICATES

- Customer Support Workshop
- Basic MS Excel 

## INTERESTS

Listening Music, Tech Enthusiast, Travelling, Reading Books