

# VISHAL KUMAR MACHHI

Customer Service Executive || Subject Matter Expert

## SUMMARY

I'm a Lifelong Learner. I work nonstop to get the right solution and always looking for new challenges and explore new areas.

I enjoy any type of challenges or logical work.

Lately I'm working as SME right now in Airtel Payments Bank

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**Contact No:** 6355293225

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## PERSONAL DETAILS

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| ❖ <b>Present Address:</b>       | 306/suryoday flat, 53 GOYAGATE SOCIETY, VADODARA, PRATAPNAGAR, VADODARA, GUJARAT, 390004 |
| ❖ <b>Permanent Address</b>      | KUBHARWADA, RV DESAI ROAD, NEAR BALIYADEV NAGAR, VADODARA Gujarat-390004                 |
| ❖ <b>Date of Birth</b>          | 24 <sup>th</sup> November 1999   |
| ❖ <b>Language Known</b>         | Gujarati, Hindi, English   |
| ❖ <b>Marital Status</b>         | Single   |
| ❖ <b>Nationality</b>            | Indian   |
| ❖ <b>Interest &amp; Hobbies</b> | Learning new things,   |

## CAREER OBJECTIVE

To work in an organization which gives me a platform to develop and utilize my overall skills in such a manner that it proves to be an asset in every state of the business thus allowing me to give my best for the growth of the organization and I contribute my knowledge, skills and experience for the advancement of the company and making myself grow with the company.

## BASIC ACADEMIC CREDENTIALS

| Qualification | School                   | Year | Percentage/Points |
|---------------|--------------------------|------|-------------------|
| SSC           | Mahatma Gandhi Vidyalaya | 2015 | 61                |
| H.S.C         | Mahatma Gandhi Vidyalaya | 2017 | 66                |
| ITI           | ITI Tarsali              | 2018 | 474               |

## PROFICIENCY

- ❖ Application software: Microsoft Visio 2013, Proficient in Microsoft Word, Office, PowerPoint and Excel 2007 and 2013

## STRENGTHS

- ❖ Teamwork
- ❖ Responsible
- ❖ Active listening
- ❖ Quick learner
- ❖ Dedication
- ❖ Team Management
- ❖ Team Leadership

## PROFESSIONAL EXPERIENCE

### ❖ Coustom service executive at 5paisa , Oct 2020 – May 2021, Kocher Tech

**Description:** It was my first connection with the BPO. At 5paisa know the value of money and know that investment must guarantee safety as well as returns. My responsible to make outbound calls and sell Demat a/cs and Trading ac. Explaining about company's feature and benefits to the client. Helping the client to complete the simple steps in through Website/Mobile App.

### ❖ Coustom service executive at Airtel Payments Bank , May 2021 – March 2022

**Description:** After my internal movement I worked for Airtel Payments Bank as a customer service executive. Their primary responsibilities include answering calls and handling bank transfers, assisting online accounts, completing transactions, answering banking or financial related questions such as account balances and interest rates and fees.

Then I promoted for dedicated skills call handling Sinior Supervisor, Merchant service executive, Retailer service executive, Principal Nodal Officer, Grievance Redressal Officer, Central Nodal officer.

### ❖ Subject Matter Expert (SME) , March 2022 – June 2023

**Description:** I learned a lot of things in Airtel Payments Bank and promoted as a SME. The primary key responsibility of an SME is to support and ensure the facts and details are correct when new agents in terms of handling customers and queries . Especially when a new agent hit the floor he/she is not very thorough with the product and takes time to settle down. Also whenever new agent required should be available for handling escalations and supervisor calls. One of the major tasks of an SME is to monitor the team's performance in real time.

## CERTIFICATIONS

- ❖ Domestic data entry operator, certified by Pradhan Mantri Kaushal Vikas Yojana in Oct 2018, Government of India
- ❖ National council for vocational training certificate by Government of India July 2018

## HONORS

- ❖ 2<sup>nd</sup> position in “Quality score RNR”, honors by Airtel Payments Bank

## DECLARATION

I do hereby declare that the above information is true to the best of my knowledge.

**VISHAL KUMAR MACHHI**