

# Amit Mishra

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**Summary:** To achieve a position where my efforts will have remarkable contribution towards the progress and development for the organization, I will be associated.

## Skills: -

- ⌚ Strategic Planning / Team Leader
- ⌚ Organized / Teamwork
- ⌚ Training & Certification, Professional Development
- ⌚ Cold Calling, Outbound/Inbound Calls
- ⌚ Lead Generation, Strong Communication
- ⌚ Recruiting, Customer Support, B2C Sales

## Employment History

⌚ Satyam Engineers

**As Business Development Executive.  
Handling B2B Sales.**

## Key Responsibilities

**13 Oct 2014 to 30 June 2017**

- (A) Working as Engineer Planning and Working as Per Approved Drawing.
- (B) Managing 15+ Man Powers with Proper Strategy Fulfilling Client Order.
- (C) Dealing with Domestic & International Clients (Quotation & Sales)
- (D) On time finishing the Job Work and Maintaining the Reputation of Company.
- (E) Tracking and keeping a Records of Everyday Works of Every Man Power.
- (F) Maintenance of Computer Networking and Carry out Different Operations.
- (G) Troubleshooting & Carry Out Windows Computer (Windows 7, 10, 11) All Editions.
- (H) Have Great Skill in English Communication & Customer Convinced Power.
- (I) Have Skills of Repairing, Fixing Troubleshooting Computer Software Issues.

⌚ **Concentrix Pvt Ltd Imperia, Vadodara**

**As Customer Support Executive**

**RedBus Process**

From 10 July 2017 till 17 September 2019

⌚ **Promoted to Amazon US Shift (International).**

**As CSR from October 2019 till Jan 2021.**

⌚ **Etech Global Service, Chhani, Vadodara**

**As Sr. Customer Support Representative**  
From February 2021 to 20<sup>th</sup> July 2023

I Have Total of 5-6 years of Experience in BPO Telecalling Voice and Non Voice Chat Process. Worked with Domestic and International Process. **Won Best Actor Team Player Award from Concentrix** as leading Scores in **OCR, AHT CSAT, KPI** which are most Important in Customer Support Work.

## Employment Achievements

Rewarded and awarded as best Active Team Player By client  
Worked as **Recruiter** hiring & Shortlisting Candidates (Process Flipkart) in **Concentrix MNC Company**.

## Educational Background

Bachelor's degree from Parul Institute of Technology, Vadodara, Gujarat (2013)  
Intermediate from Gujarat Board (2008)  
High school from Gujarat (2006)

**Professional Qualification**

- ⌚ B. Tech (Computer Science)
- ⌚ Troubleshooting, Software Window Installing
- Reinstalling Back & Technical Support

**Additional Skill**

- ⌚ Basic Knowledge of Computer, MCSE
- ⌚ MS Word, MS Excel, Internet, Mailing

**Personal Information**

- Date of Birth : 27<sup>th</sup> Feb 1989
- Marital Status : Married
- Language Known : English, Hindi, Gujarati
- Hobbies & Interests : Music, Cricket

**Declaration**

I hereby declare that the information given above is true to the best of my knowledge & Belief. Looking forward To Join your Family.

Date  
Place: Vadodara

Signature