

Amit Mishra

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B-15, Nilkanth Park, Samta, Subhanpura Vadodara 390023.

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

Highlights

- Strategic Planning /Team Leader
- Organized / Teamwork
- Professional Development
- Collaborative worker
- Strong Communication
- Positive attitude

Employment History

- Satyam Engineers

as Sr. Customer Support Executive.

13 Oct 2015 to 30 June 2022

Key Responsibilities

- (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 Representative

- **Worked in RedBus Process** 10 November2022 to 17 April 2023
- **Working in Flipkart Voice Process.**

Currently Handling IB & OB Calls.

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 .

Employment Achievements

- Rewarded and awarded as best Active Team Player By client
- Received an opportunity to be part Recruiter (Process Flipkart).

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

Additional Skill

- B. Tech (Computer Science)
- Troubleshooting, Software Window Installing
- Reinstalling Back & Technical Support
- Basic Knowledge of Computer, MCSE
- MS Word, MS Excel, Internet, Mailing

Personal Information

Date of Birth : 27th 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.

Date

Place: Vadodara

Signature