

Ashish Mittal

52,kewal park extension,Azadpur,Delhi-110033

E-mail: ashish_mittal06@yahoo.com, Phone: 9582218765

Career Objective

To work on a challenging job profile which provides an opportunity to enhance my skills and knowledge, this could provide me an insight into new aspects so that it would be helpful for my career.

Educational Qualifications

Course (Stream)/Examination	University/ Board	Year of Passing	Percentage (%)
PGDBA in Operations Management	Symbiosis Center for Distance Learning	2018	66.8
Bachelor of Technology Education in Electrical & Electronics Engineering (EEE)	G. G. S. Indraprastha University	2015	72.6
Diploma in Electrical Engineering	Board of Technical Education (B.T.E)	2012	76.2
SSC (10 th Class)	CBSE	2009	72.4

Working Experience

TELEPERFORMANCE (24th Sep'18 - Present)

Started working there as a **Mission Control Analyst** in **Workforce Management** to analyse and manage call volume in real time to ensure service levels are met on a daily, weekly and monthly basis.

JINDAL INTELLICOM (19th Oct'15 - 9th Sep'18)

Started working there as Customer Service Associate to solve the queries related to payment for Nigerian Visa & Passport Application and then got promoted through IJP and now working in **Ops Planning & MIS (WFM)** department as **Ass. Supervisor**.

QUATZAAR BPO SERVICES (14th Jan'15 – 7th Oct'15)

Having a working experience as **Senior Consultant** from and used to solve the software queries over the inbound calls related to Desktop and Laptop such as Pop Ups, No internet, freezing problem etc. by taking the control of customer's computer.

RTA & MIS Work Profile

- Preparation of operation reports and dashboards internally and externally.
- Manage inbound calls Queue and ensure zero abandon and meeting defined SLAs.
- Prepare intraday reports on staff attendance.
- Manage outbound and inbound dialer.
- Prepare billing and review for all campaigns.

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- Prepare daily, weekly and monthly MIS reports in excel.
- Responsible for daily, weekly, and monthly reporting of work input and output volumes across individual staff members and workgroups as well as identifying areas for improvement
- Designed a labor management model that was responsible for labor cost reduction and eliminated labor budget overruns.
- Managed real-time and intra-day activities to help facilitate operational and client goals were met.

Personal Attributes

- Effective Communication Skills
- Honest and Reliable
- Flexible
- Time Management

Strengths

- Self-Confident and Great Patience.
- Willingness to Learn
- Work with positive attitude to contribute the healthy functioning of the organization.
- Good working knowledge of Microsoft Excel.

Personal Details

Date of Birth : 6th Sep'93
Nationality : Indian
Gender : Male
Father's Name : Rakesh Mittal
Languages known : English, Hindi, Punjabi
Hobbies : Listening Music, Teaching
Marital Status : Married

Declaration

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

ASHISH MITTAL