

## CAREER OBJECTIVE

To be involved in work where I can utilize skills and creatively involved with system that effectively contribute to the growth of organization.

## PROFESSIONAL AND ACADEMIC CREDENTIALS

Qualification	University	Year	Score (%)
B.Tech (ECE)	Dr. A.P.J. Abdul Kalam Technical University, Uttar Pradesh Lucknow	2012-2016	72.5
Intermediate	K.L.G.M. Inter College Nakur, Saharanpur, UP	2012	62.8
High School	K.L.G.M. Inter College Nakur, Saharanpur, UP	2010	62.3

## WORK EXPERIENCE

- ❖ **Customer Care Executive at Pantel Technologies Pvt Ltd.** (Dec,18-Aug,19)  
Worked as a CCE for DTH process in inbound and outbound, providing troubleshooting regarding to channels issues and selling DTH product.
- ❖ **Customer Care Executive at Tech Mahindra** (Aug,16-Apr,17)  
Worked as a CCE for IDEA Cellular(process) in backend billing system; occasionally have to come upfront for calls to resolve or escalate billing related issues of customers.

## TECHNICAL SKILLS

- ❖ **Softwares:** Microsoft Office Excel, Microsoft Office PowerPoint.

## TECHNICAL PAPER PRESENTATION

- ❖ Presented seminar on "PAPER BATTERY" and "LOAD CELL" in ECE Department in 6th & 7th sem

## EXTRACURRICULARS

Participated in various events including anti-pollution campaign, marathons, face painting, rangoli making, treasure hunt, tug of war, dancing in last 2 years

**Hobbies:** Drawing and sketching, Interacting with new people, collect old coins, paper crafting, yoga, badminton, carrom

## PERSONAL DETAILS

- ❖ **Date of Birth** :- 22<sup>th</sup> MAY 1995
- ❖ **Language Known** :- English & Hindi
- ❖ **Marital Status** :- Unmarried

## DECLARATION

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

**MANSI GARG**