

## **CURRICULUM VITAE**

### **ABHILASH.GIRIVASIAH**

818, 13<sup>TH</sup> CROSS, MES ROAD

MUTHYALA NAGAR, GOKULA EXTN..

Bangalore- 560013.

Mobile: 9844791155

E-mail: [g.abhilashbaradwaj@gmail.com](mailto:g.abhilashbaradwaj@gmail.com)

Off Email: [abhilash.girivasaiah@concentrix.com](mailto:abhilash.girivasaiah@concentrix.com)

### **OBJECTIVE:**

To be a part of progressive and established organization & to implement my skills, Knowledge with at most commitment and involvement; also to create a benchmark in The filed of customer relations by blending an essence of hard work and smart work.

### **PROFESSIONAL EXPERINCE**

Career with	: 24/7 Customer
Position Held	: Customer Service Associate (Retail Sales - Sears and Kmart)
Duration	: October 12 <sup>th</sup> 2009 to September 23 <sup>rd</sup> 2011 (22 Months)
Career with	: Serco Intelenet (Chennai)
Position Held	: Senior Customer Service Associate
Duration	: December 2011 till July 2012 (8months)
Career with	: Concentrix (Toronto Star)
Position Held	: Senior Customer Service Associate
Duration	: From November 12 <sup>th</sup> , 2012

**Job Profile of Sr CSA (Senior Customer Service Associate):**

- Responsible for troubleshooting and handling customer queries.
- Handling Escalated calls/ online troubleshooting.
- Providing support to the back end team which serves the customer's directly
- Coordinating with Technology and other support functions to ensure smooth functioning of operations.
- Coordinating directly with clients for troubleshooting and handling customer/process queries.

**Educational Qualification:**

BCA – Bachelor in Computer Application (TNOU)

**Technical Qualification:**

- Basic in Internet Application and Hardware  
- (CIST-Unit of Manasa Gangothri University Certified)
- Basic in Computers (NIIT Certified)
- MS Office (NIIT Certified)
- Sql (NIIT Certified)
- Linux (NIIT Certified)
- Asp.net (NIIT Certified)
- Vb.Net (NIIT Certified)

**Awards:**

Best Performer Award – Client Award (Sears and Kmart)

**Strength:**

Hardworking, Honest, Patience, confident, Quick Learner, Problem Resolver

**Hobbies:**

Playing cricket, watching TV, Playing indoor games (Carom, Chess)

## **PERSONAL PROFILE**

Date of Birth : 23-02-1988

Address : # 818, 13<sup>th</sup> Cross, MES Road, Muthyala Nagar  
Gokula Extn.. Bangalore-560013

Sex/Martial Status : Male/ Single

Religion : Hindu

Nationality : Indian

Contact Number : 9844791155

Languages known : English, Kannada, Telugu and Hindi

**Date: 08-06-2017**

**Place: Bangalore**

**(Abhilash G)**