

RESUME

GOVIND SINGH

Permanent Address:

2874-Sector-46
Gurugram, Haryana-122002

Current Address:

No.9, 4th Main road, MKB naga
Vyasarpadi, Chennai-600039

Contact Details:

☎ +919996640408
✉ gsgovindsingh147@gmail.com

Career Objective:

To possess a challenging and growth oriented career in an organization where I can impart all my skills for the mutual benefit of the organization and myself.

Examination	School / College	Year of Passing
S.S.L.C	Gnanabharati English Medium School, Ichapuram, Andhra Pradesh (CBSE).	2015
H.S.C	Smt. Janaki Devi Mandela English Medium School, Pilani Rajasthan (CBSE).	2017
B.B.A. (Correspondence)	Swami Vivekanand Subharti University, Uttar Pradesh (Approved by Distance Education Bureau of UGC).	2020

Additional Qualification

Basics of Computer
MS-Office & Internet

Personal Competencies:

Hard Working
Confident
Positive attitude

Hobbies:

Writing
Listening to Music
Traveling

Experience:

- **14 months** (6th November 2017 to 10th January 2019) at **Jyoti Industries** as Sales Associate & Recruiting Executive.
Dept.: **Sales, Marketing, HR Executive.**
Job Profile: **Sales, Customer handling, Hiring, Increasing sales.**
- **6 month** (21st January 2019 to 8th August 2019) at **Indialends** as Sales Associate Consultant.
Dept.: **Personal Loan**
Job Profile: Sales, Loan Consultant, Customer handling, Team handling.

- **7 month** (11th October 2019 to 25th May 2020) at **IGT SOLUTIONS PVT LTD**
as Process Associate Dept: Expedia Customer Support **INPOS, APAC E-mails.**
Job Profile: Customer handling, Resolving Customer Queries and Concerns over e-mail, Assisting Customer.
- **12 month** (15th February 2021- Relieving on 19th February 2022) at **SBI CREDITCARD** as Executive Dept: **Customer Service**
Job Profile: Customer handling, Resolving Customer Queries and Concerns over call, Assisting Customer.
Got internal promotion on **1st May** and working as Supervisor.
Job Profile: Handling Escalation calls, coordinating with various teams through email to avoid further escalations from customer.
- **Core Responsibilities:**
- Reviewing customer documentation for KYC and guiding customer.
 - Resolving customer issues and to ensure sustainable relationship.
 - Ensuring high service levels and maintaining long term Customer relationship.
 - Assess customer needs and provide assistance and relevant information.
 - Handling fraud escalation.
- **Curricular Activities:**
- Participated in a leading Institute for BPO Training (Domestic/International) conducted by **World of Learning Institute.**
 - Certified and successfully passed the Certification exam for **Digital Marketing Fundamentals** conducted by SMstudy targeting success.(Certificate ID-603653).

Personal Details:

Father's Name : Mahender Singh
Nationality : Indian
Religion : Hindu
Sex : Male
Marital Status : Single
Languages Known : Hindi, English & Telugu

Declaration:

I hereby declare that all above mentioned statements are true to the best of my knowledge.

Yours Faithfully,
Govind Singh.