

AMIT KUMAR

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CAREER OBJECTIVES:

To Work in a Challenging and creative environment and effectively contribute towards the goals of the Organization also improve my teamwork skills and Learn to work under pressure to explore my better self.

WORK EXPERIENCE:

- HITACHI: CCO (Back Office) - (Apr 2014- Apr 2015)
- LG: Team Leader (Back Office) - (May 2015 – Jan 2017)
- LG: Team Leader (Back Office) - (Jan 2017 – Jan 2019)
- DAIKIN: Team Leader (Back Office) - (Jan 2019 - Aug 2020)
- Delhi University: Help Desk (Data Entry) - (Sep 2020- Oct 2020)
- Samsung: Team Leader (Back Office) - (Nov-2020-Present)

KEY RESPONSIBILITIES:

- Resolve the customer complaint & queries.
- Getting a report from field engineer & The product of the customer is fixed, closing the complaint.
- Achieve the company KPI
- Update customer remarks in system according.

SKILLS & ABILITIES:

- Back Office work
- MS OFFICE (Word, excel, ppt)
- [30-35] WPM typing speed
- E-mail handling
- Report analysis
- Team handling
- Data entry

EDUCATION:

- Graduate (DU):- University Of Delhi, Delhi (Jul 2010 - Nov2013)
- 12th Class (CBSE):- G.s.b.v School, D-Block Janakpuri Delhi 110058 (Apr 2009 - May 2010)
- 10th Class (CBSE):- G.s.b.v School, D-Block Janakpuri Delhi 110058 (Apr 2007 - May2008)

CERTIFICATION:

- NIIT (DIPLOMA (software engineering), Palam, Delhi (May 2011-Feb 2014)

STRENGTH AND HOBBIES:

- Fast Learner and good to us point positive thinker and Punctual

HOBBIES:

- My Hobbies are Watching news and like to Internet searching Etc.

PERSONAL INFORMATION:

- FATHER'S NAME: Rajbir
- MARITAL STATUS: Married
- DATE OF BIRTH: 08.03.1990
- LANGUAGES KNOWN: Hindi & English

DATE:

Amit

PLACE: DELHI

Signature