

KARTIK KUMAR



Contact

Address:

Jai bhawani vihar A niwaru
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Languages

English

Hindi

Summary

Refined leader and team player. Up-to-date training in health and hygiene best practices. Friendly hospitality worker committed to customer satisfaction. Enthusiastic, energetic professional with exceptional communication skills.

Skill Highlights

- Public relations
- Strong decision maker
- Customer relationship management
- leadership
- Innovative
- Public speaking

Experience

Guest service Associate

07/2018 to 07/2019 itc

Rajputana , Jaipur, Rajasthan

- As a room service steward I was responsible for preparing orders.
- Service guests their food and beverage in prompt courteous manner as per the standard sequence of service.
- Assist in carrying out scheduled inventories of products and operating equipment.

Customer Support Agent

014/08/2021 till date

Teleperformace Jaipur

- Handling customer queries on web chat.
- Educate current and potential customers with product and service information.
- Probe and troubleshoot customer's queries and provide a suitable and satisfactory solution.
- Educate customer on services and processes
- Archive KPIs and objectives.

Education

*Bachelor of Science:
hospitality and hotel
administration-2018
Ihm ahmedabad*

Certifications

*Two appreciation
letters in industrial
training.*