

Ritesh Shekhar

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EXPERIENCE

Concentrix india Pvt ltd, Ranchi — *customer service representative*

September 2020- January 2022

Here I support customers to resolve their issues and make data for clients to give an overview of the resolution for OEM dealers.

Spinny, Gurgaon — *operation coordinator*

Feb 2022 - Present

Here I work to coordinate with city teams to complete insurance and inspection in order to make an easy delivery of cars.

EDUCATION

St. Stephen's school, Hazaribagh — *senior secondary school*

March 2006 - March 2011

I got first division in senior secondary school in CBSE Board - 8.4 CGPA

Sri Ramkrishna paramhans math and mission, Hazaribagh — *Higher secondary school*

April 2011 - Feb 2013

I got first division in Higher secondary school in CBSE Board-65.4%

Aditya college of Engineering and Technology, Kakinada — *B.Tech*

April 2015 - May 2019

I have passed my graduation with first division in Electronics and communication Engineering-66.49 %

PROJECTS

Content Based Image Retrieval — *using color and texture features*

In this, the user specifies the desired image using a query image and wants to search for the most similar image in the database of his interest..

SKILLS

HTML

CSS

JAVASCRIPT

REACT JS

Node Js

Bootstrap

Redux

AWARDS

Star performer Award - i got this award twice for a good coordination between city team and Operations team

Best support Associate Award -to resolve customer queries with best average handle time.

LANGUAGES

Hindi and English

