

Curriculum Vitae

Shashi Kumar Mishra
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OBJECTIVE:

I am enthusiastic and exceptional leader who is able to inspire and motivate the team to achieve targets. I am dedicated to maintain high quality standards. I am therefore; keen to find a new and suitably within a market leading organization.

WORKING EXPERIENCE:

- Working as a **Team Leader** with Mass Callnet India Pvt. Ltd. From 21st Sep,2013 to till date.

Responsibilities: Nextra Broadband.

- Work with leaders to supervise our call center staff and daily Customer Service operations.
- Lead by example: Field inbound calls from current and prospective customers in a professional and courteous manner; Make outbound calls to follow up on customer inquiries, concerns, Document customer-related events through our IT systems; Answer questions regarding system performance and maintenance.
- Create data for plan and deviation using MS- Excel.
- Conduct training sessions to prepare all Customer Service Representatives for success on the job.
- Contribute to a positive and fun work environment.

EDUCATIONAL QUALIFICATION:

- Graduation completed in 2012(BBA).
- Intermediate in Science stream in 2007.
- 10th completed in 2005.

ACHIEVEMENTS:

- Promoted as Team leader within 6months in Mass Callnet India Pvt. Ltd.
- Increment in salary within 5 months on basis of performance in Educational Initiative Pvt. Ltd.

KEY IT SKILL:

MS Office and Internet.

PERSONAL DETAILS:

Name: Shashi Kumar Mishra
Father's name: Late G.S. Mishra
Date of birth: 14-02-1989
Marital Status: Married
Nationality: Indian
Languages known: English and Hindi

INTERESTS AND ACTIVITIES:

Watching movies and listening music.

PLACE:**DATE:**

(SHASHI KUMAR MISHRA)