

**Punith Kumar L**

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#### CAREER OBJECTIVE

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

#### QUALIFICATION

School/College	Board / University	Passed in Year	Percentage
Good Shepherd School	Karnataka School Examination and Assessment Board	2011-2012	48.20%
Siddhartha Pre University	Pre-University	2013-2015	64.50%

#### WORK EXPERIENCE

\* Organization: [Aegis Customer Support Services Private Limited.](#)

Designation: Sr Customer Support Associate

Duration: Jun 2018 – Nov 2019

Job Description:

- Retaining customer's faith in products & Services by providing on-time solution-based resolution resulting in customer satisfaction for the company.
- Provided customer support by responding to inquiries and resolving customer issues in a timely manner.
- Assisted customers with product selection based on their individual needs and preferences.

- Maintained trusting relationship with service staff by welcoming requests for task support.
- Built strong relationships with customers by providing outstanding service throughout each interaction.

\* Organization: Rupeek Fintech Pvt Ltd

Duration: Sep 2020 - Nov 2021

Designation: Quality Check & Field Executive

\* Organization: Consero Global Solutions Pvt Ltd

Duration: Nov 2021- Dec 2022

Designation: Front Desk Executive

Job Description:

- Built relationships with universities and professional organizations
- Maintained a database of applicants, tracking their progress.
- Drafted offer letters for successful applicants in accordance with company policies.
- Participated in job fairs, campus visits, open houses., to increase visibility of company's employment opportunities.

\* Organization: Deepbyte Technoliges Pvt Ltd

- Duration: Feb 2023- Jun 2024

Designation: Front Office & Admin Executive

Job Description:

- Planning and schedules. ...
- On boarding
- Performance management. ...
- Developing workplace atmosphere.

## TECHNICAL SKILLS

MS excel, MS Word.

### CERTIFICATION PROGRAMS

- Certificate on connect with work conducted by Barclays.
- Certificate on Digital Marketing essentials conducted by Skilling India.

### ACHIEVEMENTS

- Participated in English literary activities at college and won the prize.
- Participated in Inter-School and Intra-School singing competition and was awarded for the same.
- Recognized by school for winning Volley Ball competitions and Badminton Competition.

### CO-CURRICULAR ACTIVITIES

☑ Participated in NSS activity planting sapling and dry waste and wet waste awareness program. ☑ Elected as a school President at Good Shepherd High School (2011-2012). Managed group of 300 students with the help of committee members and was a part of all activity conducted at school.

### PERSONAL INFORMATION

Father's Name : Lokesh V  
Date of Birth : 22<sup>nd</sup> July 1996  
Sex : Male  
Marital Status : Single  
Linguistic Abilities : English, Kannada & Telugu  
Interests : Playing Cricket, Volley Ball & Swimming

### DECLARATION

I hereby declare that information furnished above is true to the best of my knowledge.

Place: Bangalore  
Date:

Signature  
(Punith Kumar L)