



# Satya Soni

Sagar, Madhya Pradesh, India(470002).

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LinkedIn: [Linkedin](#)

Portfolio: [satya-soni.github.io](http://satya-soni.github.io)

## Professional Summary

Detail-oriented, adaptable professional with experience in Background Verification, Customer Support, HR coordination, and beginner-level Software Development fundamentals. Strong in Python basics, documentation, Excel, communication, and client handling.

## Skills

### Software & Technical

- Python
- C, C++
- Data structures basics
- Debugging
- SQL fundamentals
- Excel (VLOOKUP, pivot tables)
- Microsoft Word
- Git basics

### BPO & Call Center

- Customer communication
- Voice & Non-Voice Support
- Issue resolution
- Billing support
- Query handling
- Product guidance
- Documentation

## **HR & Verification**

- Background verification (BGV)
- Document verification
- KYC
- Identity validation
- Process compliance
- Employee onboarding support

## **Soft Skills**

- Problem solving
- Client engagement
- Coordination
- Stakeholder communication
- Team collaboration
- Time management

## **Experience**

### **Background Verification Executive**

Deepxamin Research Pvt. Ltd., Sagar, MP (Oct 2022 – Present)

- Executed education, employment and ID verification with accuracy.
- Cross-checked documents with source databases ensuring zero mismatches.
- Improved verification cycle by optimizing workflows.
- Designed weekly Excel reporting formats.
- Maintained 95% positive client feedback.

### **Computer Teacher**

Vedic College, Sagar (Jan 2024 – Mar 2025)

- Taught computer fundamentals and digital skills.
- Reviewed assignments and communicated progress.
- Provided structured feedback for learning improvement.

### **Customer Support Executive**

Reliance Retail Ltd., Sagar (Dec 2019 – Jan 2024)

- Handled 150+ customer interactions daily.
- Supported billing, recharge and product queries.
- Trained new staff in troubleshooting and communication.

### **Customer Associate**

Bajaj Finance Pvt. Ltd., Sagar (Jun 2022 – Oct 2022)

- Resolved account and loan-related inquiries.
- Maintained SLA performance and documentation accuracy.
- Achieved high first-contact resolution.

### **Sales Adviser**

IndiaMART, Sagar (Mar 2019 – Dec 2019)

- Guided customers in product selection.
- Maintained a 97% satisfaction rating.
- Helped improve qualified lead conversions.

### **Software Development Foundation**

- Hands-on practice with Python, loops, OOP basics, and debugging.
- Familiar with GitHub.
- Created small automation and data-handling programs.

### **Education**

Bachelor of Technology, Computer Science & Engineering

Babulal Tarabai Institute of Research & Technology, Sagar (2019 – 2023)