



# SURYA PRATAP SINGH

## PROFILE

I am a results-driven professional with one year of experience managing operational processes and delivering exceptional customer support. My proven ability to enhance efficiency, improve accuracy, and exceed customer expectations makes me a valuable asset to any team. Committed to continuous learning and professional growth, I stay current with industry trends and best practices. I am seeking a challenging role where I can apply my expertise to drive the success of a dynamic organization.

## EDUCATION

### SENIOR SECONDARY (CBSE)

April 2018

- Govt Boys Senior Secondary School No 2, Kalkaji, New Delhi, Passed with 81%.

### GRADUATION (UNIVERSITY OF DELHI)

Aug 2018 - Feb 2022

- Zakir Husain Delhi College, Jawaharlal Nehru Marg, New Delhi  
Passed with an aggregate of 7.47 CGPA.

## WORK EXPERIENCE

### CONCENTRIX DAKSH SERVICES INDIA PRIVATE LIMITED

7 Nov 2023 - 6 Nov 2024

#### Operations Representative

- Expertise in managing client interactions with professionalism to ensure satisfaction and build lasting relationships.
- Skilled in resolving inquiries, addressing issues efficiently, and providing tailored solutions.
- Strong focus on balancing customer priorities with operational goals to deliver exceptional service.

## ACCOMPLISHMENTS

- Udemy:** 100 Days of Code: The Complete Python Pro Bootcamp for 2023
- Achieved highest ranking in 12th CBSE Board in School

## PERSONAL DETAILS

- Date of Birth: 01/03/1999
- Father's Name: Shri Shiv Prasad
- Mother's Name: Smt. Munni Devi
- Permanent Address: S/o Shri Shiv Prasad, Moh - Kaysthan, P. O. Marehara Distt. - Etah (UP) - 207401
- Marital Status: Single

## CONTACT

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## SOFT SKILLS

- Teamwork and Collaboration
- Time Management
- Effective Communication
- Can work under pressure effectively
- Problem Solving

## HARD SKILLS

- Customer Relationship Management (CRM) software
- Microsoft Office Suite ( Word, Excel, PowerPoint, Outlook)
- Google Workspace (Docs, Sheets, Gmail)
- Programming Languages (Python, HTML, CSS)
- Libraries & Frameworks ( Flask, Bootstrap, SQLAlchemy)

## LANGUAGES

- English
- Hindi