

**Vishal Gupta**

 +91 9919891490 |  shivkumargupta4057@gmail.com |  Noida, UP

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### **Career Objective**

Detail-oriented Hindi Telecaller with 4 months of experience at Dixon Technologies (Noida) in handling inbound/outbound calls, customer support, and issue resolution. Skilled in Hindi & English communication, CRM tools, and maintaining high customer satisfaction. Seeking a BPO Voice Process role to enhance customer experience and contribute to organizational efficiency.


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### **Key Skills**

- ✓ Hindi & English Telecalling
  - ✓ Customer Query Handling & Complaint Resolution
  - ✓ Active Listening & Patience
  - ✓ Basic Computer Proficiency (MS Office, Excel)
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### **Work Experience**

#### **Telecaller (Voice Process) – Dixon Technologies**

 Noida

- Handled 100+ daily inbound/outbound calls in Hindi & English for customer support/service.
  - Assisted customers with product inquiries, technical issues, and service requests.
  - Achieved 90%+ average customer satisfaction .
  - Trained in call etiquette, conflict resolution, and data privacy compliance.
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### **Education**

#### **ITI Certification – Uttar Pradesh Technical University (UPTU)**

Graduated in 2024, Full Time

#### **Class XII**

Uttar Pradesh, Hindi

Scored 55%, Passed out in 2021