**Vishal Gupta  
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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.

**Key Skills**

✔ Hindi & English Telecalling   
✔ Customer Query Handling & Complaint Resolution  
✔ Active Listening & Patience  
✔ Basic Computer Proficiency (MS Office, Excel)

**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.

**Education**

**ITI Certification** – Uttar Pradesh Technical University (UPTU)  
Graduated in 2024, Full Time

**Class XII**  
Uttar Pradesh, Hindi  
Scored 55%, Passed out in 2021