**Curriculum - Viate**

**Robert Daniel.**

**Mobile**: 7042130425; 9968532821.

**Email:** robertdaniel\_34@hotmail.com,

robertdaniel2050@yahoo.com

**Address**: A-70, Keshoram Park, Uttam Nagar, ND – 59.

**Objective**

To excel in my area of expertise and learnt as much as possible in whichever area I worked with a professionally managed organization of any industry or any nature to achieve organizational goals and work satisfaction, through professional ,hard work ,honesty and sincerity. Like to work independently to handle issues related to.

**Experience:**

* 4 Years’ and 4 months’ Experience as **CCE** at AUTOCOP (I) PVT LTD.
* 6 Years’ Experience as **SR.EXECUTIVE-(Technology)** at AEGIS.
* 1 Year Experience as **ENGINEER IT (Software Development**) at AGC TECH LTD.

**Key Responsibilites:**

* Handling Inbound/Outbound calls
* Handling technical Inbound calls.
* Give demo of products to customers on call.
* Handling projects.
* Handling E-mails.
* Handling Whatsapp.
* Give new device purchase order to sales team.
* Take feedback from branches when issue was not solved.
* Always help and give training to junior staff and give tips to become more productive.
* Having 9 years' rich experience in BPO.
* Give tips and points to management where need to improve the software and team/department.

**Education:**

* Certificate in **Computer Application** from **DOEACC.**
* Certificate in **Java** from **LBSTI.**
* Certificate in **ASP.NET** from **HTS.**
* Certificate in **CCNA** from **IIJT.**
* Diploma in **IT** from **LBSTI.**
* Diploma in **Hardware & Networking** from **LBSTI.**
* **B.Sc(ITIM)(IT Infrastructure Management)** from Kuvempu University

**Personal Profile:**

* Name : Robert Daniel.
* Father’s name : Late Shri Daniel. D. Masih.
* Date of birth : 25th april.83.
* Gender : Male.
* Marital status : Married.
* Domicile : Delhi.
* Nationality : Indian.
* Languages known : English & Hindi.

**Contact:**

Phone no : 7042130425; 9968532821

Email : robertdaniel\_34@hotmail.com