

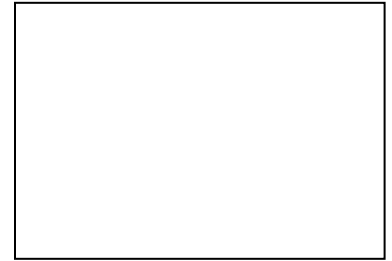
CURRICULUM VITAE

UMA GUPTA

House No F-12, Bishanpura,
Sector 58, Noida - 201301,
Uttar Pradesh

Mob No: **9026896873**

E-Mail: **umagupta0711@gmail.com**



CAREER OBJECTIVE

To use my interpersonal skill to work in an innovative and dedicated manner and earn technical knowledge as well as fame.

EDUCATION

Intermediate	Shaiffali Public School	2019	50%
GRADUATION	Himalayan University	2022	1 st Division.

CERTIFICATIONS

DATA ENTRY OPERATOR	Unifiers	2021	85%
---------------------	----------	------	-----

SKILLS

Familiar with MS OFFICE

RELATED EXPERIENCE

Organization: **Speicher**
Designation: **Analyst**
Profile- **AR**

1-MAY-2019 – 01-JUNE--2020

CURRENT ORGANIZATION

Organization: Tech Mahindra Limited (Flipkart Voice CMB)
Designation: **Associate Customer Support**

4-OCT-2021 – 30TH AUGUST2022

Responsibilities:

1. Responsible to answer inbound calls where customer calls to know the status of his/her ordered products.
2. Taking calls with FTR of 90%+ providing real-time resolution.
3. To be responsible for guiding the new joiners through the process of job training.
4. Sharing feedback and new ideas to improve the process.5.

Highlights/Recognition at work:

1. Awarded by the quality team for best call closure.
2. Maintained great quality work.
3. Awarded as a superstar performer for the best customer-centric approach.

Date:

Uma Gupta

LANGUAGES KNOWN

English– speak proficiently and read/write with high proficiency
Hindi– speak fluently

PERSONAL DETAILS

Father Name	Bhagwan Das Gupta
Date of Birth	11/07/2002
Gender	Female
Nationality	Indian
Marital Status	Single
Permanent Address	Nagar Bazaar, Basti
	U.P 272302

DECLARATION

The above-furnished details are true to my consciousness. It would be a great pleasure to work with your esteemed organization. I would promise that I would carry out my work with High Sincerity, Discipline, and Honesty.