



9711209471

ROHIT SINGH ADHIKARI

CAREER OBJECTIVE

I am seeking a competitive and challenging environment where I can serve the organization and establish a valuable career for myself.

EDUCATIONAL QUALIFICATION

Kendriya Vidyalaya— Intermediate & High School 2015-2016.

Graduate from Delhi university- 2016 to 2020.

Academy of Applied Art- Higher Diploma in Interior Designing 2016-2018.

WORK EXPERIENCE

1:- Tech Mahindra Associate voice Support for Vodafone Qatar February 2020 to Present.

Inbound international process to give troubleshooting of Vodafone devices to customers.

Understand the customer issue and paraphrasing accordingly making a case note and solving the issue under AHT. Pitching for the package to increase the sale count and initiate the payment. Introduce the Vodafone app to the customer after solving the issue.

2:- NLB Services - Customer support for TACS September 2021 (Present).

Working on customer queries Via email. Providing commissions to the agencies. Working on commission settlement between agency and hotel.