

# CURRICULUM VITAE

**Miklesh kumar**

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## CAREER OBJECTIVE:

Seeking a position where, I can explore my knowledge and implement my skills and abilities for the development of Organization also for the development my interpersonal innovation skills.

## EDUCATION QUALIFICATION:

COURSE	UNIVERSITY	COLLEGE	YEAR	PERCENTAGE(%)
B.Tech	JNTUH	Global Institute of Engg.&Technology, Hyderabad.	2013	75
Intermediate	Board of Intermediate	Narayana jr. college	2009	77
SSC	SSC	Navodaya high school	2007	82

## STRENGTH:

- Interested in learning new things, Positive Attitude, Easy grasping skills, quick learner.
- Ability to deal with people diplomatically, strong communication skills(written ans verbal).
- Ensuring each reported problem is resolved in a timely manner.

## TECHNICAL SKILLS:

- Basic Knowlegde of computer, Ms-word.
- People Management, problem Resolution

## PROJECT DETAILS:

### . Cascaded multi- level inverter for hybrid electrical vehicles.

**Description:** In this project we will mitigates environmental pollutions and at the same time increases fuel efficiency of the vehicles.

### . On & off remote control switch for home appliances.

**Description:** In this project we will on and off the loads like T.v. Fans etc by using remote.

## ACHIEVEMENTS:

- I got 6 times R & R(Rewards and Recognization) Award in My Previous Organisation i.e Zealous Technologies Services.i.e Best Employee of the Month Award.
- I got 2nd place in Yodel king i.e Best Employee of the Year. Award in 2019.
- I got award in cricket in college in GCL(Global cricket league tournament.).

**WORK EXPERIENCE:(Aug. 2017 – Feb. 2021):**

**WINGSPAN GLOBAL SOLUTIONS.**

Designation – Customer Support Executive(International voice process).

**Key Responsibilities:**

- Calling the Customer and verifying their Details and Entering the Data in Yodel CRM software.
- Receiving inbound calls from participants(customer) and solving their queries, And maintaining the quality in the work.

**Zealous Technologies Services.**

Designation – Customer Support Executive(Chat AND E-Mail process).

**Key Responsibilities:**

- Online Chat and E-Mail support to the customer using the security products of various Brands on their Computers
- Documenting any major problems customers are Facing with the products in Large numbers. And reporting it to their concerned Department.

**R1RCM GLOBAL PRVT. LMTD(June,2021 - Mar,2022)**

Worked as Analyst i.e AR follow ups in R1rcm PRVT. LMTD

**PERSONAL DETAIL:**

Name	:	<b>Miklesh kumar</b>
Father's Name	:	Gorakh prasad
Date of Birth	:	07-Feb-1990
Sex	:	Male
Marital status	:	Married
Languages Known	:	Hindi, English and Telugu
Religion	:	Hindu
Nationality	:	Indian
Present Address	:	<b>Miklesh kumar</b> C/O. Gorakh prasad H.No. 45-180/4 Srinivas nagar, Jagathgirigutta, Hyderabad - 500 037.

**DECLARATION :**

I consider myself familiar with my aspects. I am also confident of my ability to work in a team. I hereby declare that the information furnished above is true to the best of my knowledge.

DATE :

PLACE : Hyderabad.

**(Miklesh kumar)**