PRASHANT KUMAR

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SKILLS

JavaScript, HTML5, CSS3 and Bootstrap

INTERESTS

Playing cricket, Listening music, cooking.

LANGUAGES

Hindi and English

PERSONAL DETAILS

Marital Status: Married

Nationality: Indian

PERMANENT ADDRESS

S/o Baijnath Singh, Post- Chougain, Adhiwary Paty, Dist.- Buxar, Bihar-802115

CAREER OBJECTIVE

Looking for the best opportunity in an esteemed organization where I would be able to utilize and enhance my potential while being resourceful, innovative and flexible.

TOTAL EXPERIENCE (6 years)

Avaya (10/03/2017- Present)

Technical specialist

Currently working with Avaya in operation as Technical Specialist from **10th March 2017**.

- Monitoring all the call that comes on the console and guide them as per the transcription.
- Prepare and analyze the internal and external quality reports.
- Highlighting the unusual trends that we receive on the console.
- Prepare the audit sheet and send hourly reports.
- Prepare the Monthly audit sheet at the end month.

OYO ROOMS (April 2015 - Oct 2016)

CRE

Key responsibility

- Ensuring that all the guests should get the rooms by dealing with Property manager & Cluster Manager.
- Making confirm the guest get checkout at time with complete payment & ensuring room for coming guest.
- Making proper inventory of rooms for the coming days and for the future.
- Resolving all the problem of the property manager regarding payment issue, owner blocking & customer complain related to rooms.

- Releasing of the rooms from the property, which is occupied by the guest, but they have not arrived at the property.
- To extend the booking of house guest according to requirement of guest or property manager.

ONE POINT ONE SOLUTION (**March 2014** - March 2015)

CRE

Key responsibility

- Ensures that all the request, queries and complaint of customer are responded in a timely and professional manner.
- Responsible for handling and solving customer support issues via calls and mail.
- Serves as a basic point of contact for customers with complaints, queries, request, feedbacks etc. Follow-up and track on customer enquiries.

EDUCATION

Collage/University	Branch	Year
Siddaganga institute of technology, Tumkur	B.E-Mechanical Engineering	2011
Bihar Intermediate Education council	12th	2006
Baldwin Academy	10th	2003

PROJECTS

- HAND OPERATING BASS DRUM MECHANISM
- HYBRID POWER GENERATOR

DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place: Delhi (Arjan Garh)

Date   **(PRASHANT KUMAR)**