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GZB



Ashish Kumar

Professional Summary

Qualified Customer Service Representative with over 2 years in fast-paced customer service and call center environments. As a customer service representative, I am personable good at building loyal relationships, solving problems, and Increasing Sales. I also excel in listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.

Skills

- Manual Testing
- Automation Testing
- Java
- Google Sheet
- MS-Excel, MS-Office
- C language
- SQL

Education

10th Ingraham Institute English School (ICSE) – 2015
12th Ingraham English Medium School (CBSE) - 2017
Bachelor of Technology in Computer Science Engineering : (AKTU University) – 2021

Certifications

Won 1st Position in Environment Awareness Quiz held by Ingraham Institute English School

Work Experience

Customer Support Associate – 01/10/2021 to 01/10/2022
Cogent E Service Pvt Ltd., Noida

- Sales and promote of Byju's The Learning App.

Admission Counselor – 01/10/2022 to 01/10/2023
PracBee Educations Pvt Ltd., Noida

- Create the need for smart Learning and advise student-parent to buy PracBee Subscription as solution.

Office Administrative – 01/10/2023 to 01/07/2024
Digitech Callsystem Pvt Ltd., Noida

- Providing administrative support, managing calenders.
- Daily operations of an office, managing facilities.
- Supplies, equipment and coordinating administrative tasks.

Project

Recipe Master by using Deep Learning & Convolutional Neural Networks.