



Mr. Ravi Kumar

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📍 Rz 38 Jain colony part 2 uttam nagar, 110059 Delhi, India

PROFILE

My highest education level is B.A. (Bachelor of Arts). My aim in life is to achieve my dreams and heights to the best while being associated with the best organization.

SKILLS

Ms Excel	● ● ● ● ●	Knowledge of internet	● ● ● ● ●
Ms Office	● ● ● ● ●	Good typing speed	● ● ● ● ●
Flexible and highly adaptable person with great interpersonal skills	● ● ● ● ●		

EDUCATION

2014	Central Board of Secondary Education (C.B.S.E), New Delhi Xth
2016	Central Board of Secondary Education (C.B.S.E), New Delhi XIIth – In Arts (Eco)
pursuing	Bachelor's of Arts - Delhi University

COURSES

Computer knowledge course

Complete one year of the course and well knowledge of computers.

PROFESSIONAL EXPERIENCE

Aug 2019 – Jul 2020	SME- Subject Matter Executive, Ison BPO pvt, Ltd, Noida Job Roles- <ul style="list-style-type: none">• Worked with Ola cabs• Supporting the customer through phone calls.• Taking customers through a series of actions to resolve a problem.• Providing assistance to customers.• Managing multiple cases at one time.
May 2021 – May 2022	Associate- Customer services, JIndal Interlicom Pvt. Ltd, Noida Job Roles- <ul style="list-style-type: none">• Supporting the customer through an email ticketing system and phone calls.• Handle customer complaints, provide appropriate solutions and alternatives within the time limits.• Taking feedback from the customers.

Aug 2022 – present

Customer service associate, Concentrix India

Job Roles-

- Supporting the customer through chats.
- Create new sales and create their accounts.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits.
- Taking feedback from the customers.

AWARDS

Dec 2019

Best performers in Quarter, Ison BPO Pvt. Ltd

- Recognized by the best performer in quarterly Month (Sep/Oct/Nov)
- Promote as an SME in January 2020.

Aug 2021

Star performer of the Quarter, Jindal Intellicom Pvt, Ltd.

ORGANIZATIONS

SELF NGO (Social Education & Liberty Foundation), HOST

- Various yoga asanas for better health.
- Importance of meditation for mental stability

LANGUAGES

English (R\W\S)

Read = R, Write = W and Speak = S

Hindi (R\W\S)

INTERESTS

watch content full videos (*Try to learn new things about the lifestyle, Fitness, Business, Customers problem and resolving methods, Etc.*),

Cooking

PERSONAL DETAILS.

Father's Name- Mr. Khempal sharma

Mother's Name- Mrs. Chhaya sharma

Marital Status- Single

Permanent Address- Rz- 38 Jain colony part 2 uttam nagar new Delhi, 110059

DECLARATION

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

Ravi Kumar