

# **CURRICULLUM VITAE**

## **KRISHNA SINGH**

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Address: Sector 14, Gurugram, Haryana

## **SUMMARY**

Obtain a position where I can apply the knowledge and the expertise that I have acquired to keep providing excellent service in fast-paced working environment and at the same time to achieve the goals of the company.

## **SKILLS**

- Ability to follow Oral and Written Directions
- Strong Client Relationship & Team player
- Creative Problem Solver
- Active Listening Skills & Customer Inquiries.

## **Professional Experience**

**1 - NSB BPO SOLUTION PVT. LTD.**

**JAN. 2019 - NOV. 2019**

**SENIOR EXECUTIVE**

1. Manage Customer Calls effectively and efficiently in a complex, Fast-Passed and Challenging the Environment.
2. Answering and Managing Incoming and Outgoing Calls while Recording Accurate messages.
3. Handling the Query Of The Customer and Solving their Problem.
4. Handling Toll Plaza Related Issues Only Of National Highway. If Any Issue generated In Fastag we have to resolve it.
5. Pickup Only Emergency Cases Calls Sent by Junior Executive.
6. Reporting all The Issue to Team Leader.

**2 - CALL 2 CONNECT PVT. LTD.**

**MAY. 2022 - JAN. 2023**

**TELESALES EXECUTIVE**

1. Contact To Client Provided by Company data.
2. Selling Insurance And Convenience to The Customer Through the call.
3. Handling the Query Of The Customer and Solving their Problem.
4. Handling The Payment Related Issue and solve problem During completion The Process Of Turtlemint Application.
5. Reporting to Manager after Achieve The Target On Daily Bases End Of The Day.

**3 - FRANKFINN AVIATION SERVICE PVT. LTD.**

**JUNE. 2023 - TO TILL DATE**

**SENIOR COUNSELLOR**

1. Counseling to The Students for Take Admission in this Institute for Pursuing The Course Complete In Aviation, Hospitality and Travel Industry.
2. Preparing Data Of Student And Mailing It to Industry Expert.
3. Providing Placement Assistance to Student Who have Complete The Course
4. Reporting all Details to Team Leader.

## **EDUCATION**

- Passed 10<sup>th</sup> From UP Board 2013.
- Passed 12<sup>th</sup> From UP Board 2015.
- ITI Fitter From Govt ITI Ballia 2017
- 1 Year Computer Diploma

## **PERSONAL DETAILS**

- Father's Name : LT. Omprakash Singh
- Date of Birth : jul.08.1998
- Nationality : Indian
- Language Known : Hindi, English
- Marital Status : Unmarried

**DATE.....**

**PLACE:**

**(KRISHNA SINGH)**

