


VINIT KUMAR

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 Virendra Market,, Najafgarh, New Delhi, PIN - 110043

SKILLS

- Excellent communication skills verbal and written both
- Customer service optimization
- Staff training
- Computer proficient
- MS Office proficiency
- Social media marketing
- Data analysis for productivity
- Billing systems
- Team handling and balancing
- HTML, C++, Python

EDUCATION

- 10th from CBSE Board
- 12th from CBSE Board

DIPLOMA

Software Engineering

GNIIT

09/2015 to 12/2018

CERTIFICATES

- Financial Risk Analytical
- The Fundamental Digital Marketing
- Introduction to Cybersecurity Tools & Cyber Attacks
- Technical Support Fundamental

ABILITIES AND STRENGTH

- Integrity and Energetic
- Self-motivated
- Punctuality

PROFESSIONAL SUMMARY

Proficient in finding and resolving malfunctions, using exceptional technical and communication skills. An effective communicator with excellent interpersonal, logical thinking & analytical abilities. Detail-oriented, organized and meticulous employee. Works at a fast pace to meet tight deadlines. Enthusiastic team player ready to contribute to company success. Trained in project and time management with extensive knowledge of different Tools and proven multitasking abilities. Committed to maintaining professional relationships with clients to increase profitability and drive business results.

OBJECTIVE

Analytical professional with technical knowledge and critical thinking skills to thrive in data-driven environments. Tackles challenges with positivity and drive to overcome them. Works great alone or with others and consistently exceeds expectations. Reliable Team Member with solid background meeting and exceeding production demands. Self-motivated and cheerful customer service professional with Received an average 87% customer satisfaction rating to date, 15% higher than the company average.

WORK HISTORY

OVERALL EXPERIENCE – 4+ YEARS (FROM JUNE 2017 TO 2022)

- Creating high-quality documents, spreadsheets and presentations for internal and customer-facing needs using Microsoft Excel and PowerPoint
- Established open and professional relationships with team members which helped resolve issues conflicts quickly.
- Manage schedules, help with coverage.
- Approve, manage, and lead training for team members
- Maintain Daily/Weekly/Monthly stat reports
- Supervise a team of Customer Service Representatives and ensure Service Level Agreements (SLAs) and Key Performance Metrics are met
- Managed, developed and trained staff, established and monitored goals, conducted performance reviews and arranged feedback sessions for staff.
- Established efficient workflow processes, monitored daily productivity and implemented modifications to improve overall effectiveness.

INCEPTION :- Customer Support Advisor

DELHI • 06/2017 - 02/2019

- Cultivated relationships with new customers and maintained good partnerships with existing clients
- Answered over 50 customer communications per day via email and web chat.
- International chat support
- Resolved customer issues promptly and in a professional manner.
- Rotated through a series of different stations based on team needs.
- Provide extension on bill payments
- Listening to their problems and helping with the best possible options

- Perform assigned tasks with great responsibility
- Team Work
- Leadership
- Ability to deal and interact with people
- Problem-solving
- Event Management

WEAKNESS

- Recorrecting behavior
- Strict with timing
- I am very straightforward

HOBBIES

- Workout
- Cooking
- Listening International Music

EXTRA CURRICULUM

- Took part in Mr. India (PETER ENGLAND) modeling

PERSONAL DETAILS

DOB: 20/10/1995

Permanent Address: - Rz 83 Virendra Market
Najafgarh, New Delhi

PIN - 110043

● **Vodafone Payments (UK Based)**

Process – Pay Monthly Contract – Mobile & Mobile Broadband retention

Designation – Advisor

Job responsibility • Contract Conversion and customer satisfaction with service provider

- Understand the reason for the delay in payment
- Help in setting up a payment plan so that the customer can pay it easily.

- Reports – Service level, Occupancy, Utilization, FCR.

- Data analysis to increase productivity and Impact, Quality evaluations.

- **Tools used** - Citrix, Halo, One Portal, SI Portal, Casper and Nuance Microsoft Office.

YOCTEL SOLUTIONS PVT LTD :- Software Analyst

Hauz Khas , DELHI 02/2019 - 02/2022

1. Reviewed project specifications and designed technology solutions that met or exceeded performance expectations.

- Worked with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability and performance.

- Adjusted design parameters to incorporate new features.

- Introduced agile methodologies and development best practices to division to enhance product development.

3 YEARS OF TEACHING EXPERIENCE

DELHI (2017-2020)(TUITION)

- Communicated frequently with parents, students and faculty to provide feedback and discuss instructional strategies.

- Planned and implemented integrated lessons to meet national standards. ● Supported student teachers by mentoring on classroom management, lesson planning and activity organization.

- Used critical thinking to break down problems, evaluate solutions and make decisions

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge.