Banti Kumar

Customer service associate

Customer support associate and critical thinker, skilled at resolving complex customer service issue in timely manner. A strong team player with excellent communication and intrapersonal skills

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📍 Bengalore, India

📱 8287511403

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WORK EXPERIENCE

Customer service associate
Teleperformance Global Services Pvt. Ltd.

12/2020 - 02/2022, *India*

Achievements/Tasks

- Consistently met and exceeded department expectations for productivity and accuracy levels and won best new comer award in the first quarter
- Described services and explain an operation of services to 3000+ customers in a month
- Check to ensure that appropriate changes were made to resolve customer's problems
- Portrays exceptional time-management skills, ensuring to meet weekly and monthly deadlines

Process Associate
Info-x Software Technology Pvt. Ltd.

2019 - 2020, *India*

Achievements/Tasks

- Responsible for keeping track of all logistics processes and reporting on any inefficiencies.
- Assisted in gathering process analysis data and developing monthly report for management.
- Worked with all departmental managers to develop process

  reports and make recommendations for improving productivity.

EDUCATION

Bachelor in computer application
Indira Gandhi national open university

2022. *Delhi, India*

PUC - PCMB
Adarsh uchch vidyamandir

2019, *Bihar, India*

SKILLS

Emotional intelligence | problem-solving

Active listening | Decision-making | HTML | C++

PERSONAL PROJECTS

E-commerce website - Sharma Traders - Third party website for agriculture vendors (2021 - 2021)

VOLUNTEERING

Organized Blood donation camp and led the team of 10 members (2013)

Team Lead - Bharat Scouts & Guides (2011 - 2014)

LANGUAGES

English
Full Professional Proficiency

Hindi
Native or Bilingual Proficiency

Bengali
Native or Bilingual Proficiency

INTERESTS

Music | Volleyball | Books