**Gulfjobseeker.com CV No:** **1322604**

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**PERSONAL SUMMARY**

A committed and well-motivated young person who aspires to hold a position where I will be able to interact with customers on a daily basis. Highly articulate & having a clear friendly voice, more than able to offer concise & polite assistance in a phone conversation.

I am currently looking for an exciting opportunity in a customer focused environment, where I will be able to deliver a high quality service & support employer’s vision.

**CAREER HISTORY**

JUNIOUR ENGINEER PRODUCT SUPPORT - HCL TECHNOLOGIES (BRITISH TELECOM)

APRIL 2014 - present

Involved in the examination, development of orders for telephone lines and provide technical support on customer calls for british telecom. Responsible for providing engineering support for programing in back office and activities to ensure that components and equipment is setup on time with correct sockets.

**CALL CENTER SKILLS AQUIRED**

Dealing with calls in a highly professional manner, How to act as the first point of telephone contact for a customer, Handling complaints in a diplomatic way,Accurately updating customer records with information, Responding to customers who have special communication needs, such as language difficulties or disabilities, Answering any queries quickly and efficiently, Quickly understanding a callers point of view and to empathise with them, Able to respond and adapt to the needs of all customers, Fully aware of all laws & regulations regarding data protection.

**KEY COMPETENCIES**

Excellent verbal and written communication skills, Ability to work with minimum supervision in a busy environment,Able to do repetitive tasks accurately over long periods of time, Working knowledge of MS Office software and spreadsheets.

**KNOWLEDGE OF**

Customer satisfaction, Prequalifying prospects, Arranging call backs, Switchboard duties, Customer service, Reception duties, Telemarketing, Cold calling , Resolving problems

**PREVIOUS CAREER HISTORY**

Jr. Engineer product support (HCL Tech) 2013 - present

Trainee Lumax industries 2 months (nov-dec 2012)

lumax india dharuheda 2 months (jun-july 2012)

**ACADEMIC QUALIFICATIONS**

Delhi University Graduation 2009 - 2013(result awaited)

XII th (81.5 %) (Titiksha public school) CBSE 2007

X th (71 %) (K.V Janakpuri) CBSE 2005

**LANGUAGE :**

English, Hindi