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**OBJECTIVE:**

My objective is to work in a fast-paced, dynamic, innovative company that will challenge me every day and allow me to progress at a professional and personal level. I would like a hands-on role that will enable me to touch people’s life through my decisions and actions.



**KEY SKILLS:**

**Communication:** I have acquired excellent written and oral communication skills throughout my years in education. These skills were especially built upon during my years in industry where it was of utmost importance to communicate effectively with different people and teams within the company.

**Interpersonal:** Having studied in a multicultural environment for years I have developed a strong ability to get on well with others that will stand me in good stead for the future.

**Leadership:** My ability to take actions, inspiration of myself and of others, building of a personality beyond its limitations, lifting a person's vision to higher sights and raising their performance, compassion and building teamwork are some of the characteristics that I have developed as a leader during my study and work.



**PROFESSIONAL EXPERIENCE:**

**050 Telecom,Dubai(January,2013-January,2015) UAE**

Working decently with Etisalat Corporation, the leading telecom service provider in the UAE, Middle East and Asia and the needs of our market have guided to our present most sophisticated 24 hours operational “Customer Care” system operating through the most equipped Call Centre in the region, where clients are sufficiently attended to provide them direct and indirect support.

**Call Center Executive:**

A Call Center executive is an important person playing a role between a client and the parent company.A Call Center executive has to Communicate very effectively with the customer and gather all possible information

about the customer needs.

* Accurately documented, researched and resolved customer service issues.
* Taking escalation calls from the advisors.
* Effectively managed a high-volume of inbound customer calls.
* Addressed and resolved customer product complaints empathetically and professionally.
* Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment.
* Guide the customers about the various offers as well as the services provided by the firm.
* Responded to all customer inquiries thoroughly and professionally.

**Economic Census(September,2012-November,2012)**

Economic Census is a Temporary Campaign to provide detailed information on operational and characteristics such as number of establishment,number of person employed,source of finance,type of ownership etc.This information used for micro/decentrelised planning to essess contribution of various sector in the gross domestic products.

**Data Entry Operator:** A data entry operator is a member of staff employed to enter or update data into a computer system database, often from paper documents using a keyboard, optical scanner, or data recorder. The keyboards used can often have specialist keys and multiple colors to help in the task and speed up the work.

* Scanned documentation and entered into the database.
* Obtained scanned records and uploaded them into the database.
* Reviewed and updated client correspondence files and scheduling database.
* Entered numerical data into databases in a timely and accurate manner.
* Outlined the appropriate process and procedures necessary to fulfill and complete inquiries.

**Shogun Home Appliances(August,2011-September,2012) INDIA**

Shogun,India are one of the leading retailers in the north east, operating various home

appliances & electronic devices to the highest standard. The operations of Shogun India

are supported by a sophisticated infrastructure, professional management and long term

investment in Home appliances and Logistics. Understanding of business needs and

ability to deliver integrated development plans makes them the business partner of choice.

**Sales Associate:**

Ensure that each customer receives outstanding service by providing a friendly environment ,which

includes greeting and acknowledging every customer, maintaining solid product knowledge and

all other aspects of customer service.

* Maintain an awareness of all promotions and advertisements.
* Assist in floor moves, merchandising, display maintenance.
* Assist in processing and replenishing merchandise and monitoring floor stock.
* Aid customers in locating merchandise.
* Assist in completing price changes within the department.
* Participate in year-end inventory and cycle counts.
* Any other tasks as assigned from time to time by any manager.
* All my store goals achieve effeciently and effectively.

**Third Eye Education (June,2010 - May,2011) INDIA**

Third Eye Education is a leader in providing Global Skill Development & learning solutions with

presence across all states of North East India.Third Eye Education is playing a key role in helping

individuals and organisations to adapt to the changing requirements of a knowledge-driven economy.

**System Maintenance:**

System maintenance is an ongoing activity, which covers a wide variety of activities, including

Removing program and design errors, updating documentation and test data and updating user

Support.

* Installed software and operating systems on lots of company computers.
* Set up and configured hardware and software on company equipment.
* Restored data, operating systems, files, documents and drivers.
* Resolved computer hardware and software, printing, installation, word processing, email and operating systems issues.
* Maintained accurate software inventories.

**PROFESSIONAL QUALIFICATION:**

* **One Year Diploma in Applied Business Application (DABA) from Third Eye, India.**
* **Completed Diploma in Bachelor of Science in Information Technology (BSCIT) from NIIT.**

**EDUCATIONAL QUALIFICATION:**

* **Completed Bachelors Degree from Gauhati University.**
* **Completed Higher Secondary from P.R.Govt. H.S. & M.P School under AHSEC.**

* **Completed High School from Goalpara English School, Goalpara under SEBA.**

**COMPUTER PROFICIENCY:**

Programming Languages: Oracle & SQL Server

Application Software : MS Office, Tally, Adobe PageMaker, Adobe Photoshop & Corel Draw

Operating Systems : Windows 98/2000/XP/Vista/7/8/8.1

Internet Applications : Excellent

**STRENGTH:**

Confident, good communication skills, quick learner, patience, flexible, Enthusiastic,

Hardworking and optimistic.

**HOBBIES AND INTEREST:**

Playing Cricket, surfing internet, watching movies, travelling and writing.

**Personal Information:**

**Languages :** English, Hindi and Assamese

Date of Birth : 6th July’1990

**Sex :** Male

Marital status : Single.

Nationality : Indian

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