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ATISH

[ATISH.350049@2freemail.com](mailto:ATISH.350049@2freemail.com)

I am aMultifaceted professional with a total work experience of 4.4 years. Seeking a position whereby I could optimally utilize my experience & impetus in areas of customer Service/ Office administration /I.T. and rendering top-quality results. Progression being the core of my career motive.

Personal Profile:

* Excellent written and oral communication skills.
* Well acquainted with computer programs.
* Program & Event Management.
* Well organized, able to prioritize and generate results to promote organizational objectives.
* A quick learner who enjoys working as a team player or independently and effectively multi-task.
* Adapt well to changing environment.
* Have been commended for reliability and trustworthiness and thus securing management loyalty.

Computer Skills:

* Good knowledge of Microsoft Office programs.
* To test Network Connections.
* Basic desktop, printer, web and network troubleshooting.
* Ability to check software compatibility issues with the various hardware devices.
* To train end users on usage of computer hardwares and softwares.

Education and Training:

**Bachelor’s Degree** – Information Technology

Kuvempu University – India

**Diploma in Computers** – GNIIT

NIIT – New Delhi

Languages Known:

Hindi, English and Bengali

Basic Information about Me:

Nationality - Indian

D.O.B - 20th Apr 1992

Visa - 90 days Visa (expires on 20th of March 2017)

### *ProfessionalExperiences:*

**BVC Logistics Private Limited {A Freight forwarding company}**

***Executive***[Sept 2016-Nov 2016] (3 months)

*Responsibilities:*

* To take booking orders from the shipper through emails.
* To follow up for the B/L, certificate of origin, invoice, packing list, fumigation certificates etc. with the shipper and shipping line.
* To forward the packing list and the invoice to the custom house agent (CHA).
* To contact the Inland container depot(ICD) for railment via Concor India.
* To track the containers online with their respective container no. and B/L no.
* To follow up with Maersk, MSC, Kline, Hapag Lloyd etc regarding the ETD & ETA of the shipment.
* To maintain individual files for each shipment.
* To track shipment and update the customer timely.
* To prepare and update Master file for every shipment.

**Global Opportunities Private Limited {An Education consultancy}**

***Executive Operations cum Quality Analyst*** [Jan 2014 till Aug 2016] (2.7 years)

*Responsibilities:*

* To audit the counseling done by the counselors.
* To check weather proper follow up is done for the visa and other required documents of the students.
* To follow-up with the students for submission of pending documents.
* To escalate the pending issues of the counselors to the respective managers.
* To rectify errors of particular cases inCRM.
* To communicate with the counselors and to solve their problems regarding counseling.
* To handle escalations and to get them resolved at the earliest possible.
* Also, to provide technical support for desktop and other Internet issues.

**Aegis Limited** **{BPO}**

***Executive Operations***[Aug 2012 till Dec 2013](1.4 years)

*Responsibilities:*

* To make a log of customer complaints and to discuss them with the management.
* To provide resolution to the customer’s queries over the phone and emails.
* To take feedback from the clients regarding our services.
* To handle escalations over the phone and emails.
* To follow-up pending complaints and to provide earliest possible resolutions.
* To maintain a log of all the feedbacks received and then to discuss the same with managers on monthly basis.
* To prepare reports on the basis of all the complaints received and to discuss the same with managers.
* Also to provide all kinds of I.T. support as and when required.