**CURRICULUM VITAE**

**Nikhil**

[**Nikhil.364125@2freemail.com**](mailto:Nikhil.364125@2freemail.com)

**CAREER OBJECTIVE:**

To work in a challenging and dynamic environment, which gives me an opportunity to add value to the company & enhance my knowledge & continuous development of upgrading knowledge by execution of vested responsibilities by the organization with loyalty and integrity.

**KEY SKILLS:**

* Highly motivated, strong work ethics, effective leaders.
* Strong analytic & communication skills with the approach and innovative ideas
* Have an invaluable strength essential to qualify performance on job.
* Accustomed to working in fast paced environments with the ability to think quickly and successfully handle difficult customers.
* Use Internet daily and know the workings of it in day-today life.
* Excellent interpersonal skills, ability to work with others, in both supervisory or support staff roles.
* Willing to relocate and travel.
* Have ability to manage multiple tasking in a pressured environment.
* Ample knowledge of Computer Application.
* With good communication skills in English, Hindi, Malayalam, Tamil & Marathi.

**PROFFESSIONAL CARREER:**

1. **Intelenet Global Service Ltd**

**December 2014 to January 2017**

**SUPERVISOR**

* Working for ETISALAT process as **Technical Support Supervisor.**
* Handled Managerial Calls in Malayalam/English/Hindi.
* Convince customers as well as helped the irate customers in the Next Level resolution.

1. **SERCO Global Service Ltd**

**September 2013 to December 2014**

**Technical Support**

* Working for ETISALAT process as **Technical Support Associate**.
* Was selected for Process change to support technical department on the basis of consecutive Best Performance.
* Handling inbound calls of all kinds of customer for HOME SERVCICE department.
* Product handling of BROADBAND CONNECTION, LANDLINE Connection, Fiber Optic Connections.
* Troubleshooting technical scenarios through calls was the main responsibilities.
* Technical Troubleshooting done different segments of customers like Enterprise, Business, and Residential customers.
* Handled as Assistant Team Leader for 2 training batches with success rate of 95%.

1. **Intelenet Global Service Ltd  
   AUGUST 2012 to September 2013**

**Customer Care Specialist**

* Working for VODAFONE QATAR, as a **Customer Care Specialist (C.C.S**).
* Handling Inbound calls of people in Qatar, like the labor class, Expats family.
* Had to explain the customer about the new offers and the products with Vodafone.
* Also try to solve the problems and try to correctively troubleshoot the problem.
* Also handle the OUTBOUND campaigns.
* Have been handling the back end works as part time.
* Also worked for Retention team
* Data Entry works entering customer details in the system.

1. **Eureka Outsourcing Solution Pvt. Ltd.:**

**AUGUST 2011 to AUGUST 2012**

**Customer Care Executive**

* This was a outbound process.
* Had to handle customer who has purchased the Eureka product.

1. **TATA Tele Service Pvt. Ltd.:**

**MAY 2010 to JUNE 2011**

**Tele Marketing Executive**

* Worked for TATA consultancy Outbound process
* Had to sell insurance of TATA to customers who have shown interest through specific sponsors.
* Data Entry with the details of the INSURED CUSTOMERS.
* Gave highest sales with Good quality score.
* Maximum speed in giving the targets in Data entry.

1. **Golden Oasis :**

**April 2008 to April 2010**

**Cashier cum Waiter**

* Worked as Cashier as well as Waiter.
* Also have handled Kitchen hold works in hotel as a Jr. CHEF.
* Handled the complete Cashier department single handed.
* Prepared itemized Check and take payments.
* During Peak Hours handled the customer as a Waiter.
* Relay proper food and beverage orders to the Kitchen Staff.
* Check freshness of Food and ingredients.
* Developed recipes and determined how to present.
* Hired, trained, and supervised cooks and other food preparation workers..
* Monitored sanitation practices and follow kitchen safety standards.

**EDUCATIONAL QUALIFICATION:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sr No.** | **Degree** | **Institution** | **Year of Passing** |
| 1 | S.S.C | C.J.M Assumption Higher Secondary School. | 2004 |
| 2 | H.S.C | R.J.Thakur Junior College | 2007 |
| 3 | Diploma in Food Production and Bakery | Hospitality Training Institute | 2008 |

**COMPUTER QUALIFICATION:**

* Sound knowledge of MS.OFFICE: Microsoft Word, Microsoft Excel, Microsoft PowerPoint.
* Access Internet on daily basis with social networking sites.

**PERSONAL DETAILS:**

* Date of Birth : 26/05/1987
* Gender : Male
* Marital Status : Single
* Languages : English, Hindi, Malayalam, Tamil, & Marathi

**DECLARATION :**

I hereby declare that all the information and particulars furnished above are true to the best of my knowledge and belief.

Date:

Place:

Signature

**COVER LETTER**

Date:

**Respected Sir/ Madam**,

I would likely to formally apply for position in your reputed firm. In today’s Customer Service Oriented Service, timely, friendly, proactive approach is sought to enhance future business growth. Customer loyalty is always impacted when you employ the right service professional to represent you when assisting your valued customers.

My **9 years of experience** in the Service Industry and Food Production Industry has taught me how to meet and exceed each customer’s expectations with service that sells. I have assisted all types of customers in all types of settings.

I have demonstrated ability to work collegially with the team leaders, supervisors, quality analysts, and the trainers. I have been responsible for the benefits communication, employee relations, as well as liaison with the customers.

I hope that you will find that this brief view, in combination with attached resume, describe a dedicated employee and skills to meet or exceed the requirements of the position. I appreciate your consideration and looking forward to discussing this opportunity for promotion with you at your convenience.

Best regards,