**KUSHAL**   
**C/o-Mobile:** +971502360357

**Email:** [kushal.376616@2freemail.com](mailto:kushal.376616@2freemail.com)

**Career Objective**

To work in a challenging environment, utilize my skills and expertise to contribute towards the goals of the organization and welfare of the society.

**Educational Credentials**

* Bachelors of Engineering in Computer Science – VidyaVardhaka College Of Engineering, Mysuru (VTU) – 2012 to 2015.
* Diploma in Information Science – JSS Polytechnic, Mysuru – 2009 to 2012.

**Technical Skills,Interests and Expertise**

* Experience with MS Office Packages.
* Excellent Reporting Skills Implementation using MS Office.
* Effective use of Human Resource and Allocation of Work.

**Professional Experience**

1. Team Leader – Digital Support at CityontheNet Marketplace Services Pvt Ltd, www.cityonnet.com in Mysuru, Karnataka, India. (June 2016 – April 2017)
2. Digital Support Associate at CityontheNet Marketplace Services Pvt Ltd, www.cityonnet.com in Mysuru, Karnataka, India. (June 2015 to June 2016)

**Team Leader (Digital Support) – CityontheNet Marketplace Services Pvt Ltd**

1. Providing direction and support to the team for building capability and meaningful interaction with customers.
2. Handling elevation and escalation cases.
3. Suggesting and extending warranty depending on customer’s business requirements.
4. Managing and dispatch of queues for clients.
5. Preparing and compiling various weekly/monthly reports pertaining to process and productivity.
6. Supervision and Process Training of Digital Support Associates.
7. Interacting and implementing various Third Party Services for Sellers to help ops on the portal.
8. Interacting with TPAs for Models, Photography, Videography and other services.

**Digital Support Associate – CityontheNet Marketplace Services Pvt Ltd**

1. Day to day client application processing and verification.
2. Handling client and customer complaint.
3. Handle responsibilities of dealing with complaints to achieve customer satisfaction.
4. Solving all type of customer issue through phone calls and emails in priority bases.
5. Responsible for cataloguing of Products/Inventory of Sellers.
6. Collected, monitored and evaluated Sellers requirements on a regular basis.

**Personal Traits**

* Participating all the extracurricular activities conducted by the Organization.
* Ensured compliance to quality, thus delivering quality service
* Highly interactive with team members and providing full cooperation to the team
* Highly organized and dedicated with a positive attitude.

**Professional Strengths**

* Always tuned to achieving the goals of the organisation.
* Ability to take swift and effective decisions in demanding situations.
* Relentless urge for finding better ways of doing things with the given resource.

**Extra-Curricular Activities**

* Trained on Soft skills by Stanley David & Associates and Face Academy.
* Volunteering in Social Service activities (Orphanages and Ashrams).

**Personal details**

**Date of Birth** 8th April 1991  
 **Languages** English, Kannada, Hindi.

**Declaration**

I consider myself familiar with Corporate Industry aspects and requirements.  
 I hereby declare the information mentioned above is true to the best of my knowledge.

**Date:** (Kushal)