

RESUME

ADDRESS:

137, Rogan Gran,
Delhi Gate, Ghaziabad (U.P)
Pin code-201001
Mob: 9953646997

MOHIT KUMAR

OBJECTIVE:

- I am looking forward to the challenging career with Excellent Promotional and scope for self-advancement together with company Goal's and objectives.

EDUCATIONAL QUALIFICATIONS

- Passed High School from CBSE Board, Delhi in the year 2008.
- Passed Intermediate from CBSE Board, Delhi in the year 2010

TECHNICAL QUALIFICATIONS

- DCFA Course from ACT Academy
- Tally

WORK EXPERIENCE

- **Client Service Associate with Mygate (Security and Community Management Application). From July 2019 till now**
 - Single handedly managed more than 40 client sites in Ghaziabad.
 - Worked rigorously towards client satisfaction and timely service assurance.
 - Resolved 100% issues without escalation.
 - Ensured that individual performance meets or exceed the department standards.
 - Respond to client inquiries in timely manner and within service level objectives.
 - Provided prompt, efficient, detailed client-oriented service to Mygate clients.
 - Manage all customer inquiries and summarize same to be presented to management.
 - Worked towards the improvement of collection process.
- **Sales Officer with Beacon Herbals. From December 2018 to June 2019.**
 - Responsibility included to coordinate between stockiest and distributor.

- Understand and provide efficient and effective customer service to consistently meet and exceed client expectations.
- Work knowledge of products, services, sales programs policies and current procedures.
- Improved the sales brand awareness through sampling activities.
- Handled all customer inquiries related to products.

HOBBIES: Being Sporty, Listening to music, Outing with friends.

SKILLS: Highly focused towards assigned work. Completes the work effectively and efficiently before dead line.

PERSONAL DETAILS :

Date of Birth : 16-11-1993

Father's Name : Mr. Anil Kumar

Present Address : 137, Rogan Gran,
Delhi Gate, Ghaziabad (U.P)
Pin Code- 201001

Marital Status : Unmarried

Language Known : English, Hindi

Nationality : Indian

Contact No. : 9953646997

E-Mail ID : mk11031990@gmail.com

I hereby declare that all the information documented above is correct and true to the best of my knowledge and belief.

(Mohit Kumar)