

RESUME

Anil Kumar

Mobile No: -0567077105

Email Id: -kumar.anil.ptu@gmail.com

Nationality: - Indian

IndianPassport: - N0898480

Visa Status: - Visit Visa



Career objective: - I want to join an organization that provides such atmosphere, where I could use and improve my skill and become a successful person in my life.

Education qualification: -

Education	Institute	University/board	Year of passing	PERCENTAGE/CGPA
Master in Business Administration	Doaba Group of College	Punjab technical university	2017	7.20
Bachelor in Infrastructure and Real Estate Management	Institute of Technology and Future Management Trends	Punjab technical university	2015	71%
12 th	Govt. Senior Secondary School Kuthera	Himachal Pradesh board of education Dharamshala	2008	53%
10 th	Govt. Senior Secondary School Kuthera	Himachal Pradesh board of education Dharamshala	2006	51%

Professional Experience:

- One year working experience as customer service associate in Intelenet Global Pvt. Ltd. From Oct ; 2010 to Oct; 2011.
- Two years working experience as Quality Analyst in Taskus India Pvt. Ltd. From June 2021 to August 2023.

Responsibilities:

- Managing relationships with customers.
- Resolving customer issues and concerns.
- Audits call and chats of teammates and shared feedback with them
- Share daily, weekly and monthly reports.
- Guide teammates and team leaders how we can improve customer services.
- Conduct weekly meetings for improvement of customer experience.

Hobbies:

- Listen to Music
- Spend spare time with friends

Language known: -

Language	Read	Speak	Write
English	Yes	Yes	Yes
Hindi	Yes	Yes	Yes
Punjabi		Yes	

IT Skills: -

- MS Office, Powerpoint, Excel and internet surfing.
- One-year diploma in Computer Teacher Training (CTT)

Personal profile: -

- Name : Anil Kumar
- Date of Birth : 03-08-1990
- Nationality : Indian
- Father Name : Sh. Suman Kumar
- Gender : Male
- Material status : Married

Declaration: -

I hereby declare that all the above information, which is mention in resumes by me,is correct.

Date: -

Place: -

(Anil Kumar)