**CURRUCULUM VITAE**

Sameer ojha

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**Mob-9000000000/ 8000000000**

**ABOUT MYSELF**

**I am very practical person with an amiable disposition and strong cultural values. I strongly believe in accuracy and precision in whatever I do. I believe I have good communication skills that would provide transparency and productivity in the organization.**

**EDUCATIONAL QUALIFICATION**

* **Madhyamik from W.B.C.S.E in the year of 2005.**
* **H.S from W.B.B.H.S.E in the year of 2007**
* **B.Com in the year of 2010 (Calcutta University)**

**OTHER QUALIFICATION:-**

* **Knowledge in Computer MS-Excel, MS-Windows, MS-Office and well conversant with Internet.**

**PERSONAL PROFILE:-**

**Father’s Name : Lt.S K Ojha**

**Address : 180 M G Road, 4th Floor,**

**: Kolkata-700000**

**Date of Birth : 10th February 1988.**

**Marital Status : Married**

**Languages Known : English, Hindi & Bengali.**

**Hobbies : Listening Music.**

**Nationality : Indian.**

**EXPREANCE:-**

**Working with ABC BPO (ABC PROCESS) Oct, 2009 to Feb, 2012**

**Designation:-Executive-Operation (11 months)**

**Key Accomplishments:**

* **Handling customer of prepaid of ABC (KOLKATA & ROWB).**
* **Meet the Difficulties of customer queries.**
* **Motivating existing customers to use new & upcoming VAs.**
* **Achieving all types of targets.**
* **Handling the GPRS help desk.**
* **Handling the higher escalation calls. & 3G enquiry calls.**

**Designation:- Non-Calling Agent (18 months)**

**Key Accomplishments:**

* **Handling the higher escalation calls.**
* **Take Responsibility of enter floor.**
* **Meet in daily service level and Answering level.**
* **Meet in floor AHT.**
* **Break Management.**
* **People Management.**

**Working with ABC BPO (ABC PROCESS) March, 2012 to Oct, 2012**

**Designation: Team Leader.**

**Key Accomplishments:**

* **Handling a team of 28 Agent’s.**
* **Meet the Team, Shrinkages and Attrition.**
* **Meet the team login hours, AHT and Quality.**
* **Take Responsibility of enter floor.**
* **People Management.**
* **Break Management**
* **Meet in floor AHT**
* **Meet in daily service level and Answering level.**
* **Achieving all types of targets.**

**Working with ABC (ABC Process) Oct, 2012 to till date**

**Designation: Spoke Officer.**

**Key Accomplishments:**

* **Verify customer documents.**
* **Activated customer’s Prepaid new connection.**
* **Prepare daily MIS.**
* **Handling Distributor & Customer queries.**
* **Activation withing TAT.**
* **People Management.**
* **Training to distributor and channel partner.**
* **Escalate any Issue & resolved.**

**Thanks & Regards,**

**Sameer Ojha**

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