

VINIT KUMAR

Vinitkumar722@gmail.com

Ph no. 8439782406

Sugarmill, Mohiuddinpur, Meerut-250205

To work for an organization which provides me an opportunity to improve my knowledge and skills to growth along with the organization objective with all my sincerity.

Profile Summary

- Graduate having experience of over 4 years.
- Eager to learn new techniques and methodologies.
- Always willing to innovate new things which helps to improve existing process.

Professional Experience

Feb 2014 – Jan 2018

TCS, Noida

Citizen Service Executive (BO- Non Voice)

Project: *Passport Seva Project,*

Responsibilities :

- **Verify & check** of all documentation as per domain.
- Responsible to done **Document processing** within a timely manner.
- Provide better service to customer with all transparency.
- Responsible to done **Back Office** work like sorting, records check, data entry n etc.
- Making coordination between customer & employees, resolve issue and queries and escalate same to the management level.

Nov 2011 – Aug 2012, Triotech Solutions Pvt. Ltd, Gurgaon

Content Uploader (Backend Team Member)

Responsibilities :

- Taking care of all the value Added services.
- Maintenance and Testing of all the type of contents such as Gaming Apps, VAS, Videos whether they are working on target device or not.
- Download and upload the contents as per the requirement from and to the server respectively.

Professional Qualification

2008 – 2011 CCS University

BCA (Bachelor of Computer Application) from *IMR college Ghaziabad*

Academic Qualification

- 10+ 2 from CBSE Board in year 2008.
- 10th from CBSE Board in year 2006.

Skills :-

- Customer Service skills with the ability to handle difficult customer challenges.
- Experience in Customer facing environment.

Computer Knowledge

- MS Excel, MS word
- HTML, Web Browsing

Achievements

- Merit certificate in NIITAT exam
- Star Performer (two times) in PSP TCS.

Strengths :

- Start my work in assign time but end before due time.
- Willing to learn new things.
- Dedicated towards work

Personal Assets :

Pleasant, Positive attitude, Hardworking, Punctual

Salary : Negotiable.

Personal Details :-

Name	Vinit Kumar
Date of Birth	16 November 1990
Father Name	Subhash Chandra
Gender	Male
Marital Status	Bachelor
Nationality	Indian
Language Known	English & Hindi(Read, Write and speak)
Interests	Listening Music, Playing cricket



Vinit Kumar

Date