

CURRICULAM VITAE

LALIT KUMAR

B-1/2 SIDDHARTH NAGAR,

HARI NAGAR ASHRAM,

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OBJECTIVE

I am seeking opportunities to join a company that can help me in enhancing my skills, strengthening my knowledge and realizing my potential. I am willing to explore a wide variety of opportunities that can help me gain perspective.

Working Experience

Currently working in CSIR-Central Road Research Institute as Data Entry Operator (DEO) Process:- Billing. For December' 2022 to Till Date.

Worked with Office of the District Magistrate at Lajpat Nagar as a Supervisor from June' 2020 to November' 2022.

Worked with Q Connect Business Solutions Limited (Process:- AXIS Bank) as a Quality Analyst at Hyderabad Location. For July'19 To December '19.

Worked in V5 Global Services Pvt. Ltd. (Process:- Airtel Bharti) as a DG (Device Guru) for Two Years.

Worked with Teamlease Services Limited as Team Leader (Process:- SBI Credit Card) – May' 18 to June' 19

- Working for Sales Process :- SBI Credit Card.
- Going through with the New Batches, certification and Nesting by taking care the operational Sales Materials.
- Maintaining end to end coordination with Quality Auditors on various aspects as per process need.

- Responsible for Refresher Based on Training Related.
- Responsible for the Reports.
- Responsible for Id management (Id creation and Deletion).
- Responsible to share all the training reports with Senior along with my Colleagues.
- Provides Training for entire process along with new batches Knowledge and get them updated
- Involved in hiring for hire right set of people for the sales process as per the company needs.

Worked as Quality Analyst with Aegis Bpo Limited.

Specialist – Customer Care Executive & Quality

- Monitoring Calls for Inbound Process.
- Sharing the feedback with agents.
- Audited calls to improve process quality.
- Responsible for Refreshers which are based on taking call & identified by quality Parameters scoring.
- Maintaining end to end coordination with agents on quality parameters as per process need.
- Responsible for taking initiative to improve call quality as per the company needs.
- Briefing spoke for Team.
- Responsible for Team in Supervisor's absence.
- Taken Escalation calls.

Academic Qualification

- Bachelor of Commerce from Delhi University.
- Passed Intermediate Examination from C.B.S.E. Board.
- Passed High School Examination from C.B.S.E. Board.

PERSONAL DETAILS

Father's Name : Mr. Mehar Chand

Date of Birth : 14th September 1984

Sex : Male

Marital Status : Married

Language Known : English & Hindi

Attributes : Willingness to Relocate anywhere in India

: Positive Attitude

: Good Interpersonal Skills

: Like to accept challenging assignments

Hobbies : Internet Surfing

Date:-

Place: - New Delhi

(LALIT KUMAR)