***Arpit Singh***

Email: - arpitsinghrdx502@gmail.com

Contact no: -6392127289 Address: - c2/102, Sector F, Parag colony LDA, Kanpur road - 226012

**Career Objective**

* To Work in a challenging organization, where my talent and skills can be utilized in the best way

for the benefit of the organization and my career.

**Academic Qualification**

|  |  |  |
| --- | --- | --- |
| **Examination/ Degree** | **School/College/University** | **Year of Passing** |
| Graduation | Kanpur University | 2022 |
| 10+2 | Avadh collage (CBSE Board) | 2018 |
| 10 th | Avadh collage (CBSE Board | 2016 |

**Responsibilities**

* Making roaster as per client forecast.
* Real time management.
* Working with client for domestic call center.
* Ability to work under pressure (Flexibility in shift timings).
* Responsible to reducing client’s escalations.
* Conducting Call Quality Session for New agents are BQ agents.
* Provide CQ improvement through out assigned projects.
* Providing inputs to associates to improve the team performance.
* Prepare to associates fir achieve the good score in external CQ Audits.
* Real time management.
* Reduce Acht is peak hours.
* Real time checks hygiene issue.
* Staffing plan in peak for peak hours,(Split shift)
* Publish data for hygiene issues.(Late login and Early logout)
* Responsibility for up selling and check call quality of upselling.
* Publish real time issue during high call volume via mail and circle group .
* Take sessions of new Briefing and Quality and ICF and new updates.
* A good communicator {have an effective and convincing way of communication}
* Make various reports regarding the process.

**Experiences**

* 2 Years’ experience in **Startek LTD**.
* 5 Month experience in **Concentrix**.

**Key Skill**

* Good leadership quality.
* A work both in group and individual.
* Good communication skills.
* Coordinating with managers and agents for any issues.
* Healthy team bonding and floor management.

**Personal Details**

**Date of Birth : 22-10-2001**.

**Gender** **:** Male

**Marital Status** **:** Unmarried

**Nationality :** Indian

**Hobbies :** Travelling, Listening Music

**Languages Known :** English, Hindi.

**Father’s name : Gajendra Pratap Singh**

**Declaration Of Authenticity**

* I hereby declare that all the information given above is true to the best of my knowledge.

Place: - Lucknow (**ARPIT SINGH**)