

RESUME

MOHIT KUMAR

575/13, Street No.1,

Arya Nagar, Bahadurgarh(HR)-124507

Contact: +91-9599663663, 7404191157

E-mail: mohitkumar.choudary@gmail.com

SUMMARY:

Dedicated customer service representative, energetic and reliable, motivated to maintain customer satisfaction and contribute to company success. Solid team player with upbeat, positive attitude, skilled in high end merchandise environments.

EMPLOYMENT CHRONICLE:

- Currently working with **SAMSUNG CARE** at Bahadurgarh, Haryana as a Sr. Executive from last **five years**:-
 - Resolved product issues and shared benefits of new technology.
 - Managed quality communication, customer support and product representation for each client.
 - Assisted customers with store, product and service complaints.
 - Interacted with customers to follow up on queries, orders and expectations.
 - Managed cash, stock and inventory balances accurately.
 - Cross trained and provided backup for other customer service representative when needed.

- Worked at **IGI airport** as a Cashier for Six months.

ACADEMIC RECORD: -

Class/Degree	Board/University	Year of Passing
BBA	Madurai Kamaraj University DDE	2016
12 th	Haryana Board of School Education	2010
10 th	NIOS	2008

COMPUTER & SOFTWARE SKILLS:

MS Office, Internet Application.

SKILLS: -

- Team Player
- Optimism and looking at the brighter side of things and seeking solutions.
- Patience Listener
- Energetic
- Easily mingle with people
- Willingness to learn.

PERSONAL PROFILE: -

- Father's Name: Sh. Naresh Kumar
- Date of Birth: 16th July 1991
- Marital Status: Married
- Gender: Male
- Nationality: Indian
- Religion: Hindu
- Languages Known: English, Hindi
- Passport No: SO985944

If ever given a chance, I assure you that I will perform my duties honestly, will not leave any stone unturned in my way and will do my best to add to your esteemed Organization. I hereby declare that the information furnished above is true to the best of my knowledge.

Date: / /

Place:

MOHIT KUMAR