

Background Verification Form

Company name: AML Rightsource India Pvt Ltd 2FY25

Purpose of Application: NORMAL BGV(EMPLOYMENT)

Applicant's CV

Ayush Kumar

PROFESSIONAL SUMMARY

Results-driven Customer Service Support Specialist having experience delivering exceptional customer experiences across fast-paced environments. Skilled in handling customer inquiries, resolving complaints efficiently, and maintaining high levels of customer satisfaction. Proven ability to communicate clearly, build strong customer relationships, and manage multiple tasks while meeting performance targets.

Phone: 6207917372

Email: fwdaaayushkr@gmail.com

Address: India

EDUCATION

Bachelor of Technology - Electrical Engineering : (DIATM) : 2019 - 2022
CGPA: 8.57

Diploma - Electrical Engineering : SNU : 2016 - 2019

Percentage: 79.20%

Matriculation (C.B.S.E.) : (GGPS) : 2014 : 10 cgpa

PROFESSIONAL EXPERIENCE

TECH MAHINDRA

- Associate
- July 2024 - March 31, 2026
- Provided support via calls, email, and chat, ensuring high customer satisfaction (CSAT)
- Resolved customer queries and escalations while meeting SLA targets
- Used CRM tools to manage and track customer interactions
- Achieved KPIs like FCR, AHT, and quality scores consistently
- Coordinated with teams for quick issue resolution
- Maintained accurate records and ensured data confidentiality
- Supported process improvements and team performance

CONCENTRIX

- Associate Operations
- January 2020 - January 2022
- Handled inbound customer queries via calls/chat with a customer-first approach
- Resolved issues efficiently, ensuring high CSAT and FCR
- Assisted in system monitoring, maintenance, and performance optimization
- Collaborated with cross-functional teams to resolve client issues efficiently
- Logged and tracked interactions using CRM tools
- Followed SOPs and maintained SLA compliance

SKILLS

- Productivity Tools
- MS Word (Advanced), MS Excel (Intermediate to Advanced - Data Analysis, Pivot Tables, Macros), PowerPoint (Advanced - Presentations, Graphics, Data Visualization)
- SQL (Joins, Queries, Data Retrieval)
- Data Cleaning & Data Handling

CERTIFICATIONS & VIRTUAL EXPERIENCE

- Certifications & Virtual Experience
- Google (Coursera)
- Accenture
- Deloitte

Govt ID #1



Personal Information

Full Name	Ayush Kumar
Former Name / Maiden Name	N/A
Mobile Number	6206052128
Father's Name	Lal Bahadur Sharma
Spouse's Name	N/A
Date of Birth	27-05-1998
Age	27 years 11 months
Gender	male
Alternative Mobile Number	6207917372
Aadhar Card Number	815822892420
Aadhar Card Number	N/A
Pan Card Number	EMDPK7516Q
Nationality	Indian
Marital Status	Single

Permanent Address

House no	Sec- 8/A St - 11 Qno -2270
Street	11
District	8/A
City	Bokaro steel City
State	JH
Pincode	827009

Current Address

House no	Sec- 8/A St - 11 Qno -2270
Street	11
District	8/A
City	Bokaro steel City
State	JH
Pincode	827009

LATEST EMPLOYMENT 1

I am a Fresher and do not have any prior employment experience	
Name of the Employer:	Tech Mahindra
Job Location:	Noida
Employee ID:	1058294
Designation:	Associate
UAN Number:	101401311600
From Date:	28-06-2024
To Date:	30-03-2026
Name of the Reporting Manager:	Himanshu Pachauri
Manager's Contact No:	
Manager's Contact Email:	HP00488338@techmahindra.com
Reasons for leaving:	Process ramp-down (Contract End)
HR Name:	Pranjali Pandey
HR Contact No:	
HR Email ID:	PP00863102@techmahindra.com
Last Salary Drawn:	15607
Position Type:	contract
Current Status:	relieved_pending_fnf
Agency Name (if third party):	
Agency Details:	
Resignation Acceptance	0
Relieving Letter	1
Latest 3 months pay slip	1
I am a Fresher and do not have any prior employment experience	
Name of the Employer:	Tech Mahindra
Job Location:	Noida
Employee ID:	1058294
Designation:	Associate
UAN Number:	101401311600
From Date:	28-06-2024
To Date:	30-03-2026
Name of the Reporting Manager:	Himanshu Pachauri

LATEST EMPLOYMENT 1

Manager's Contact No:	
Manager's Contact Email:	HP00488338@techmahindra.com
Reasons for leaving:	Process ramp-down (Contract End)
HR Name:	Pranjali Pandey
HR Contact No:	
HR Email ID:	PP00863102@techmahindra.com
Last Salary Drawn:	15607
Position Type:	contract
Current Status:	relieved_pending_fnf
Agency Name (if third party):	
Agency Details:	
Resignation Acceptance	0
Relieving Letter	1
Latest 3 months pay slip	1



Contract End|1058294 Inbox



Summarise this email



Pranjali Pandey 31 Mar

to me, FLIPKARTNONVOICEHR, Hi...



Dear Employee,

This email is to inform you that your contract will be ending on 31st March'26 as per the terms mentioned in your Offer Letter. Hence, your separation will be processed under Direct Contract Completion basis which your rehire in the organization will be "Yes".

Please note that you have to complete your login till the LWD to avoid any LOP.

Request you to kindly fill in your timesheet till the LWD to prevent any LOPs in your F&F. The same will be concluded within 45 - 60 working days from your last working day. For any Full & Final Settlement related queries, please raise a ticket on the Remember Portal <https://remember.techmahindra.com/loginpages/loginnew.aspx>.

Wishing you all the best for your future!

Regards,



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EX EMPLOYMENT 2

If you do not remember, please write 'NA'.	NIL
I haven't done my EX-EMPLOYMENT-2	
Name of the Employer:	Concentrix
Job Location:	Ranchi
Employee ID:	101540229
Designation:	Representative, Operations
UAN Number:	101401311600
From Date:	31-01-2020
To Date:	17-01-2022
Name of the Reporting Manager:	Nutan Praksh Sharma
Manager's Contact No:	
Manager's Contact Email:	
Reasons for leaving:	For Higher Education
HR Name:	
HR Contact No:	
HR Email ID:	Kamakhya.Singh@concentrix.com
Last Salary Drawn:	12569
Position Type:	Representative, Operations
Agency Details:	
Resignation Acceptance	1
Relieving Letter	0
Latest 3 months pay slip	1
If you do not remember, please write 'NA'.	NIL
I haven't done my EX-EMPLOYMENT-2	
Name of the Employer:	Concentrix
Job Location:	Ranchi
Employee ID:	101540229
Designation:	Representative, Operations
UAN Number:	101401311600
From Date:	31-01-2020
To Date:	17-01-2022
Name of the Reporting Manager:	Nutan Praksh Sharma

EX EMPLOYMENT 2

Manager's Contact No:	
Manager's Contact Email:	
Reasons for leaving:	For Higher Education
HR Name:	
HR Contact No:	
HR Email ID:	Kamakhya.Singh@concentrix.com
Last Salary Drawn:	12569
Position Type:	Representative, Operations
Agency Details:	
Resignation Acceptance	1
Relieving Letter	0
Latest 3 months pay slip	1

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PREVIOUS EMPLOYMENT 3

If you do not remember, please write 'NA'.	NIL
I haven't done my PREVIOUS EMPLOYMENT 3	1
Name of the Employer:	
Job Location:	
Employee ID:	
Designation:	
UAN Number:	
From Date:	
To Date:	
Name of the Reporting Manager:	
Manager's Contact No:	
Manager's Contact Email:	
Reasons for leaving:	
HR Name:	
HR Contact No:	
HR Email ID:	hr@companyname.com
Last Salary Drawn:	
Position Type:	
Agency Details:	
Resignation Acceptance	
Relieving Letter	
Latest 3 months pay slip	
If you do not remember, please write 'NA'.	NIL
I haven't done my PREVIOUS EMPLOYMENT 3	1
Name of the Employer:	
Job Location:	
Employee ID:	
Designation:	
UAN Number:	
From Date:	
To Date:	
Name of the Reporting Manager:	

PREVIOUS EMPLOYMENT 3

Manager's Contact No:	
Manager's Contact Email:	
Reasons for leaving:	
HR Name:	
HR Contact No:	
HR Email ID:	hr@companyname.com
Last Salary Drawn:	
Position Type:	
Agency Details:	
Resignation Acceptance	
Relieving Letter	
Latest 3 months pay slip	

PREVIOUS EMPLOYMENT 4

If you do not remember, please write 'NA'.	NIL
I haven't done my PREVIOUS EMPLOYMENT 4	1
Name of the Employer:	
Job Location:	
Employee ID:	
Designation:	
UAN Number:	
From Date:	
To Date:	
Name of the Reporting Manager:	
Manager's Contact No:	
Manager's Contact Email:	
Reasons for leaving:	
HR Name:	
HR Contact No:	
HR Email ID:	hr@companyname.com
Last Salary Drawn:	
Position Type:	
Agency Details:	
Resignation Acceptance	
Relieving Letter	
Latest 3 months pay slip	
If you do not remember, please write 'NA'.	NIL
I haven't done my PREVIOUS EMPLOYMENT 4	1
Name of the Employer:	
Job Location:	
Employee ID:	
Designation:	
UAN Number:	
From Date:	
To Date:	
Name of the Reporting Manager:	

PREVIOUS EMPLOYMENT 4

Manager's Contact No:	
Manager's Contact Email:	
Reasons for leaving:	
HR Name:	
HR Contact No:	
HR Email ID:	hr@companyname.com
Last Salary Drawn:	
Position Type:	
Agency Details:	
Resignation Acceptance	
Relieving Letter	
Latest 3 months pay slip	

PREVIOUS EMPLOYMENT 5

If you do not remember, please write 'NA'.	NIL
I haven't done my PREVIOUS EMPLOYMENT 5	1
Name of the Employer:	
Job Location:	
Employee ID:	
Designation:	
UAN Number:	
From Date:	
To Date:	
Name of the Reporting Manager:	
Manager's Contact No:	
Manager's Contact Email:	
Reasons for leaving:	
HR Name:	
HR Contact No:	
HR Email ID:	hr@companyname.com
Last Salary Drawn:	
Position Type:	
Agency Details:	
Resignation Acceptance	
Relieving Letter	
Latest 3 months pay slip	
If you do not remember, please write 'NA'.	NIL
I haven't done my PREVIOUS EMPLOYMENT 5	1
Name of the Employer:	
Job Location:	
Employee ID:	
Designation:	
UAN Number:	
From Date:	
To Date:	
Name of the Reporting Manager:	

PREVIOUS EMPLOYMENT 5

Manager's Contact No:	
Manager's Contact Email:	
Reasons for leaving:	
HR Name:	
HR Contact No:	
HR Email ID:	hr@companyname.com
Last Salary Drawn:	
Position Type:	
Agency Details:	
Resignation Acceptance	
Relieving Letter	
Latest 3 months pay slip	

GRADUATION

I haven't done my Graduation	
College Name:	DIATM
College Location:	Durgapur
University Name:	Durgapur Institute of Advanced Technology and Management Best Engineering College in Durgapur
Major / Specialisation	Engineering
Course / Qualification:	Electrical
Part Time/ Full Time:	full_time
Roll Number / Register Number:	15501619097
From:	01-08-2019
To:	30-06-2022
Marksheet	1
Provisional Certificate / Diploma / Other Certificates	1
Degree Certificate	1
I haven't done my Graduation	
College Name:	DIATM
College Location:	Durgapur
University Name:	Durgapur Institute of Advanced Technology and Management Best Engineering College in Durgapur
Major / Specialisation	Engineering
Course / Qualification:	Electrical
Part Time/ Full Time:	full_time
Roll Number / Register Number:	15501619097
From:	01-08-2019
To:	30-06-2022
Marksheet	1
Provisional Certificate / Diploma / Other Certificates	1
Degree Certificate	1

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10TH STANDARD

I haven't done my 10TH Standard	
School Name/College Name:	GGPS
School Location:	Bokaro
Board Name/University Name:	C.B.S.E
Major Subjects	General
Course / Qualification:	Matriculation
Part Time/ Full Time:	full_time
Roll Number / Register Number:	7184818
From:	01-04-2013
To:	31-03-2014
Marksheet	1
I haven't done my 10TH Standard	
School Name/College Name:	GGPS
School Location:	Bokaro
Board Name/University Name:	C.B.S.E
Major Subjects	General
Course / Qualification:	Matriculation
Part Time/ Full Time:	full_time
Roll Number / Register Number:	7184818
From:	01-04-2013
To:	31-03-2014
Marksheet	1

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DIPLOMA

I haven't done my DIPLOMA	
College Name:	Sai Nath University
College Location:	Ranchi
University Name:	Sai Nath University
Major / Specialisation	Diploma
Course / Qualification:	Electrical
Part Time/ Full Time:	full_time
Roll Number / Register Number:	1615001058
From:	01-07-2016
To:	30-06-2019
Marksheet	1
Diploma Certificate / Other Certificates	1
I haven't done my DIPLOMA	
College Name:	Sai Nath University
College Location:	Ranchi
University Name:	Sai Nath University
Major / Specialisation	Diploma
Course / Qualification:	Electrical
Part Time/ Full Time:	full_time
Roll Number / Register Number:	1615001058
From:	01-07-2016
To:	30-06-2019
Marksheet	1
Diploma Certificate / Other Certificates	1

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GRADUATION

University / Institute Name	DIATM
Course	Btech
Specialization Major	Electrical

SECONDARY

School Name	GGPS
Start Date	2013-04-01
End Date	2014-03-31

Employment Deals

Years of Experience	3.11
No of Employment	2
School Name	Sai Nath University (DIPLOMA)

Employment (1)

Employment Type	employed
Start Date	2020-03-01
End Date	2020-12-01

Employment (2)

Employment Type	employed
Start Date	2024-06-28
End Date	2026-03-30

GAP:3 year(s) 6 month(s) 27 day(s)

Declaration & Authorization

I hereby authorize GoldQuest Global HR Services Pvt Ltd and its representative to verify information provided in my application for employment and this employee background verification form, and to conduct enquiries as may be necessary, at the company's discretion. I authorize all persons who may have information relevant to this enquiry to disclose it to GoldQuest Global HR Services Pvt Ltd or its representative. I release all persons from liability on account of such disclosure.

I confirm that the above information is correct to the best of my knowledge. I agree that in the event of my obtaining employment, my probationary appointment, confirmation as well as continued employment in the services of the company are subject to clearance of medical test and background verification check done by the company.

Ayush Kumar		11-05-2026
Full name of the candidate	Signature	Date of form filled

Documents (Mandatory)

Education	Employment	Government ID / Address Proof
Photocopy of degree certificate and final mark sheet of all examinations.	Photocopy of relieving / experience letter for each employer mentioned in the form.	Aadhaar Card / Bank Passbook / Passport Copy / Driving License / Voter ID.

NOTE: If you experience any issues or difficulties with submitting the form, please take screenshots of all pages, including attachments and error messages, and email them to onboarding@goldquestglobal.in. Additionally, you can reach out to us at onboarding@goldquestglobal.in.