

# VISHAL KUMAR

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## Objective

My vision is to excel in an organization that values integrity, collaboration, and innovation. I am committed to leveraging my honesty, empathy, adaptability, and strong work ethic to maximize my potential and contribute to the company's long-term success. By consistently delivering results, I aim to drive growth, foster a positive culture, and create lasting value for the organization and its stakeholders, ultimately increasing profitability and ensuring a sustainable future.



## Experience

**Tech Mahindra**

*18/10/2024 - Present*

Sr. Asso-Technical Support

### Managing customer inquiries

Responding to customer questions and complaints via phone, email, chat, or social media

### Providing information

Offering accurate and timely information about products and services

### Resolving complaints

Addressing customer complaints within the agreed service level agreements (SLAs)

### Recording customer interactions

Maintaining accurate records of customer interactions, including inquiries, resolutions, and follow-up actions

### Collaborating with other teams

Working with other teams, such as technical support, sales, or product development, to resolve customer issues

**Freedom Employability Academy**

*10/2022 - 04/2024*

English Facilitator

- Maintained accurate student records and tracked learning progress using Learning Management Systems (LMS).
- Provided regular counseling to students, addressing their academic, personal, and career concerns.
- Conducted awareness sessions for parents and students, highlighting course benefits and value.
- Designed customized lesson plans tailored to session requirements, optimizing results.
- Coordinated between mentors and students, facilitating effective communication regarding career aspirations.
- Collaborated with the Career Guidance Cell to explore diverse career opportunities aligned with student interests.
- Facilitated group discussions, fostering insightful conversations and critical thinking.
- Encouraged individual and group presentations, developing confident communication and independent thinking.
- Offered constructive feedback, identifying areas for improvement.
- Utilized multimedia tools (audio, video, interactive activities) to enhance classroom engagement and productivity.



## Education

**IGNOU**

2023

MA in Political Science

**Delhi University**

2021

BA in Political Science



## Achievements & Awards

1. Least Dropout Award Recognized for achieving the lowest dropout rate in the entire zone for three consecutive months, demonstrating exceptional student retention strategies
2. Best Branch Award Secured the top position in the entire zone by surpassing all benchmarks, showcasing outstanding performance and operational excellence.
3. Certificate of Honour Completed the prestigious one-year Integrated Program in Personality Development and English Language, showcasing commitment to personal growth and professional development.



## Workshops

### 1. Effective Communication at Workplace

Enhanced verbal and non-verbal communication skills to foster clear, concise, and respectful interactions with colleagues and clients.

### 2. Active Listening

Developed attentive listening skills to:

- Understand diverse perspectives
- Clarify expectations
- Resolve misunderstandings
- Strengthen team relationships

### 3. Teamwork and Collaboration

Cultivated essential teamwork skills, including:

- Building trust and rapport
- Setting shared goals
- Embracing diversity
- Managing conflicts

### 4. Conflict Management

Acquired strategies to:

- Identify and address conflicts
- Negotiate resolutions
- Maintain positive relationships
- Foster a constructive work environment



## Projects

## Unity in Diversity

To foster a growth mindset and promote unity in diversity, a comprehensive, month-long curriculum for students was developed. Utilizing engaging tools and activities:

- Audio and video presentations
- Interactive role-plays
- Thought-provoking group discussions

This immersive approach encouraged students to embrace diversity, recognizing the value of humanity beyond differences in color, religion, caste, economic status, gender, literacy, and nationality.

Students discovered the strength in diversity, prioritizing humanity above differences. A post-program survey demonstrated remarkable improvements in students' perspectives and attitudes.

## Skills

1. Technical Proficiency
2. Effective Communication
3. Leadership and Collaboration
4. Mentoring and Guidance
5. Essential Soft Skills
6. Language Instruction
7. Classroom Management
8. Linguistic Expertise
9. Digital Literacy
10. Conflict management
11. Problem Solving
12. Active listening
13. Adaptability

## Courses

Completed an intensive 1-year Integrated Program in Personality Development and English Language.

## Hobbies

- Meditation
- Playing badminton
- Hanging out with friends.
- Music