



# MUKUL PANT

## CONTACT

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INDIA, Uttar Pradesh, Ghaziabad

## EDUCATION

( Year 2020 - 2023 )  
**Bachelor of Arts (BAJMC)**  
Delhi Metropolitan Education , Noida -  
GGSIPU.  
Graduated with a CGPA of 8.5 in Bachelor  
of Arts

2018- 2020  
**Higher Secondary from CBSE Board**

SBBM Govt. Sarvodaya Vidyalaya ,  
Civil Lines

**Academic Performance:** Earned an 78%  
average in the Arts stream, reflecting solid  
performance in every subjects.

## PROFESSIONAL SUMMARY

BAJMC graduate with a CGPA of 8.5, To take all the work as a challenge in order to uplift and maintain the goodwill, dignity and growth of the concern, and to grow myself as a person by developing my skills, secure my career.

## EXPERIENCE

### Tata Consultancy Services (Service Analyst)

(May 2024 - Present)

- Responsible for calling out to clients on a calling list and getting .
- Assisted in updating a daily call spreadsheet that was submitted to management.
- Often called on to be part of a special team of officers who dealt with larger corporate clients.
- Expertise in analyzing customer accounts, identifying discrepancies, and working with cross-functional teams to resolve issues.
- Strong communicator with experience in handling difficult conversations, negotiating payment terms, and ensuring compliance with legal and financial regulations.
- Proven track record in delivering high recovery rates, reducing outstanding debts, and enhancing customer relationships.
- Specializing in accounts receivable management, debt recovery, and optimizing collection processes.

## SKILLS

Communication



Client relationship



Computer knowlege



Teamwork



Problem-solving



## COURSES

**Foundation : Learning Excel  
2019\_LinkedIn**

2024

Microsoft Excel puts a wealth of functionality at your fingertips. This course was designed to focus on the most essential of these functions covering the features and capabilities that brand-new users need to get going with the 2019 version of Excel

## LANGUAGES

**English:** C1 (Advanced) — Proficient in both written and spoken English, with strong abilities in complex text comprehension and effective communication.