

Sahil Kumar

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Profile

I am a creative, ambitious, and enthusiastic individual with a passion for driving successful campaigns, I am eager to contribute to innovative projects and grow my skills and experience within the industry

Education

Master of Computer Applications , <i>Chandigarh University</i>	2021 – 2023
Bachelor of Computer Applications , <i>International School Of Management, Patna</i>	2018 – 2021
Intermediate , <i>P R COLLEGE, SARAN</i>	2015 – 2018
Matriculation , <i>B.S.E.B</i>	2015

Languages

- English
- Hindi

Interests

- Travelling
- Listening to music
- Gaming

Skills

- Transaction monitoring
- CDD
- Banking
- Analytical skill
- EDD
- KYC/AML
- Ms Office
- MS Excel

Professional Experience

Customer support Associate , <i>Tele performance</i>	07/2024 – 12/2024
<ul style="list-style-type: none">• Handled 100 daily inbound calls resolving queries with a 90% first-contact resolution rate.• Assisted customers with billing, technical, and service-related issues, ensuring reduced escalations.• Maintained a professional and empathetic communication style, improving customer satisfaction scores• Documented customer interactions in CRM tools (e.g., Smart Assist 2.0) with 100% accuracy.	