

SANJIV KUMAR

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House number 329 bijwasan water tank golak dham mandir Nayak
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Objective

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.



Experience

Kochartech private

3 th April 2024 - 17 th March 2025

Senior customer service representatives

Process name- Airtel Payments Bank (Email)

Role and responsibilities - To solve customer banking services query over call and email.

As daily basis I used to resolve customer query related to account service, account dormant status. If customer has not used the account since long time than account was gone to dormant or freeze state.

We had to remove dormant or reactivate the account.

Financial charges reversals was done by our side.

Team collaboration and bonding with colleague.

Tool use- CRM tool for tickets

We had to close ticket with in certain period of time.



Skills

Advance Excel. Data base language SQL. Data visualization tool power bi



Achievements & Awards

Shortlisted for Quality Analyst (IJP). Being appreciated by client for outstanding performance and taking award of Amazon voucher.



Education

RGPV university bhopal

2015-2019

Bachelor of engineering Electronics and Communication

77%



Languages

English and Hindi language.



Additional Information

Skill in database domain.

Excel,SQL and visualisation tools power bi