

# KAMAL CHANDRA JOSHI

Sector 119, Pushta Road, Noida, Uttar Pradesh  
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Dynamic and results-driven professional with a proven track record of success in **Human Resource Outsourcing**. Adept at **customer Service representative** with a strong ability to drive efficiency, innovation, and strategic growth. Experienced in collaborating with cross-functional teams, managing complex projects, and delivering high-quality outcomes under tight deadlines.

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## WORK EXPERIENCE

### **Sr. Customer Service Rep. : WIPRO (August 2024 till March 2026)**

- have served as a customer service representative for more than **19 Months** and provided excellent service delivery to our clients to ensure optimal **Human Resource Outsourcing** and **Client Satisfaction** through **Genesis cloud, 360, HRX- Assist, ARC, CS-PRO & KC** in various aspects of human resource like **Health Benefits and Leaves Solution**.
- I have served more than **5000** client customer's and Provided the satisfaction rate of more than **94%** over the last quarter.
- I have expertise in various tool including **Qualtrics, Cognos, IBM care portal, Alligience, Jira** and **DSR**.
- I was providing **On Floor Support** as a **SME** to ensure maximum client satisfaction & growth.
- I was able to perform with the best results over the last **6 months** with an average of **4.5/05 Score** and got honoured with prestigious **Shimmer and Blaze Awards** by my organization.
- I was recognised as **Employee Of The Month** for **9** consecutive times based on my skills.

### **INTERNSHIP EXPERIENCE: Action Tesa Pvt. Ltd. (May 2023-July 2023)**

I have serviced as **Transport & Logistics Analyst** for **12 weeks**. I was able to understand the transport and logistic part of a product based company. I was successfully Managing the delivery of more than **100 transport units** across the country.

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## EDUCATION BACKGROUND

### **Intermediate (2020-2021)**

Rajeev Gandhi Navodaya vidyalaya, khatima ( Uttarakhand ) CBSC, Delhi.  
District topper with **98.6%** and honoured by *Government of Uttarakhand*. Invited to **National Council Of Education, Research & Training** , *Delhi and Scince City, Ahemdabad, Gujrat*.

### **Bechlors Of Business Administration: (2021-2024)**

Uttaranchal University, Dehradun, Uttarakhand  
**CGPA- 9.8** and awarded with **Gold Medal for Academic Excellence** by *governer of Uttrakhand*.  
Participate and leaded various Marketing, Finance, Business & Investments campaigns.

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## ADDITIONAL RECOGNITION

- Participated in **International Equimity Olympiad** for *Humanity, Morality and Ethics*.
- Awarded as **Energy Friend** by *ministry of Energy and sustainanle development*.
- Represented Uttarakhand in Science exhibition at Science City, Gujrat for Sustainable Developmnet and selected in **Top 40 ideas** from whole India.
- Participated for *National Population Education Programm* at NCERT, *New Delhi*.
- Significant contribution in education awareness, creativity, child edu. with **Ajim Premji Foun.**