

## **RESUME**

### **ADDRESS:**

137, Rogan Gran,  
Delhi Gate, Ghaziabad (U.P)  
Pin code-201001  
**Mob: 9953646997**

**MOHIT KUMAR**

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### **OBJECTIVE:**

- I am looking forward to the challenging career with Excellent Promotional and scope for self-advancement together with company Goal's and objectives.

### **EDUCATIONAL QUALIFICATIONS**

- Passed High School from CBSE Board, Delhi in the year 2008.
- Passed Intermediate from CBSE Board, Delhi in the year 2010

### **TECHNICAL QUALIFICATIONS**

- DCFA Course from ACT Academy
- Tally

### **WORK EXPERIENCE**

- **Client Service Associate with Mygate (Security and Community Management Application). From July 2019 till now**
  - Single handedly managed more than 40 client sites in Ghaziabad.
  - Worked rigorously towards client satisfaction and timely service assurance.
  - Resolved 100% issues without escalation.
  - Ensured that individual performance meets or exceed the department standards.
  - Respond to client inquiries in timely manner and within service level objectives.
  - Provided prompt, efficient, detailed client-oriented service to Mygate clients.
  - Manage all customer inquiries and summarize same to be presented to management.
  - Worked towards the improvement of collection process.
- **Sales Officer with Beacon Herbals. From December 2018 to June 2019.**
  - Responsibility included to coordinate between stockiest and distributor.

- Understand and provide efficient and effective customer service to consistently meet and exceed client expectations.
- Work knowledge of products, services, sales programs policies and current procedures.
- Improved the sales brand awareness through sampling activities.
- Handled all customer inquiries related to products.

**HOBBIES:** Being Sporty, Listening to music, Outing with friends.

**SKILLS:** Highly focused towards assigned work. Completes the work effectively and efficiently before dead line.

**PERSONAL DETAILS**

<b><i>Date of Birth</i></b>	:	16-11-1993
<b><i>Father's Name</i></b>	:	Mr. Anil Kumar
<b><i>Present Address</i></b>	:	137, Rogan Gran, Delhi Gate, Ghaziabad (U.P) Pin Code- 201001
<b><i>Marital Status</i></b>	:	Unmarried
<b><i>Language Known</i></b>	:	English, Hindi
<b><i>Nationality</i></b>	:	Indian
<b><i>Contact No.</i></b>	:	9953646997
<b><i>E-Mail ID</i></b>	:	mk11031990@gmail.com

I hereby declare that all the information documented above is correct and true to the best of my knowledge and belief.

**(Mohit Kumar)**