

VINEET GANVEER

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SUMMARY

I have combined 2 year professional experience in Flipkart (for Teleperformance) as CSR for L1 inbound and Outbound and in Myntra (for Conneqt Business Solutions and Teleperformance) as CSR for L1, Seller support and L2.

Skills, Tools

Python , Linux , SQL ,Cloud Computing , C++ , Analytic and Problem solving skills,Communication skills.

Certification

- 6.00.1x: Introduction to Computer Science and Programming Using Python.
- Industry relevant Linux Training program.
- The complete SQL Bootcamp 2022.
- Web Application Technologies and Django.
- CC0101EN: Introduction to Cloud Computing.

Education

Bachelor of Engineering in Electronics and Communication
GGITS Jabalpur

Experience

CUSTOMER SUPPORT EXECUTIVE

- I worked there for L1 inbound and Outbound .
- Took 80 calls per day to maintain AHT by adhering company's policies.
- Provided on call resolution to customer. If issue did not resolve on call, generated ticket to get it rectified.
- Providing final resolution to the customer by call or mail and closing ticket in L2.