

# Atul Kumar Mishra

Gram-patna Post -Patna district - Sidhi Madhya Pradesh  
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## Objective

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Looking for a position of Customer Care in an Organization Where I can Emplement my Problem Solving Abilities & Interpersonal skills for Resolving Customer Queries & offering Exceptional customer service

## Work Experience

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- **Testbook** 2020 - 2024  
Customer support  
5 Year Experienceear
- **Shivam industries** 2016 - 2020  
Sells marketing
- **Content writer** 2021 - 2023  
Kuku fm

## Education

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- **Great Learning** 2022  
CRM  
480
- **E Skill India** 2021  
Costumer care executive  
490
- **High school Rewa** 2016  
12th  
380
- **Great learning** 2024  
Language Translator Using Python  
480
- **Great learning** 2024  
Machine Translation  
480

## Skills

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- CRM, Costumer Care Executive, customer support, sells marketing.

## Languages

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- 1. Hindi Expert 2. English Expert

## Personal Details

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- Date of Birth : 01/01/1995
- Marital Status : Marriage
- Nationality : India

## Profile Summary

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- • Excellent Communication & negotiation

- Fundamental Knowledge of inbound & Outbound Customer Service
- Ability to Resolve Customer Queries Vi Phone & Email
- Excellent Conflict Management & Time Management Skills
- Ability to Rapport With Customers & Maintain Customer Data
- Ability to Manage Upset Customers & Challenging situations

### **Personality Traits**

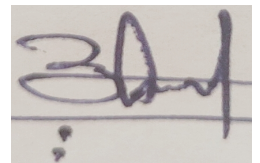
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- **Personality Traits**
  - Active listener
  - Persuasive
  - Empathetic
  - Adaptable

### **Technical Proficiency**

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- **Technical Proficiency**
  - MS Office

A handwritten signature in blue ink, appearing to read 'Atul', is written over a horizontal line. There are a few small ink dots below the line.

ATUL KUMAR MISHRA