

Vaibhav

Mobile: +91 9877137096 Email: vaibhavdh02@gmail.com

Career Objective

To work in an ambitious atmosphere by exhibiting my own skills with sincerity and dedicated work for personal as well as organization's growth and to add value through personal collective efforts.

Personal Profile

A final year IT student with excellent and vibrant work experiences in IT as well as education industry. An urge to explore oneself and be the leader in contributing towards an organization's success.

Relevant Work Experience

- **English Speaking and Listening Trainer (eight months)**- Webberz Educomp Limited, Jalandhar, Punjab
Key Responsible Areas
 1. Conducting speaking sessions as per schedule
 2. Managing and taking listening classes.
 3. Mock test Manager
 4. Working as a replacement trainer, if required.
 5. Conducting special speaking and listening workshops for weak students.
- **Technical Assistant (seven months)**- Videocon d2h, Jalandhar, Punjab.
Key Responsible Areas
 1. Independently diagnosing technical problems over the phone and in person.
 2. Meticulously identifying and rectifying technical errors with computers and sound and video equipments.
 3. Conducting demo classes for new employees.
 4. Acting upon and offering constructive criticism of troubleshooting methods.
- **Junior Technical Assistant (six months)**- eClerx, Chandigarh, Punjab.
Key Responsible Areas
 1. Providing exemplary customer service with effective communication.
 2. Completing appropriate paperwork, documentation, and system entry without errors.
 3. Contacting desired clients for product selling.
- **International Tele-caller (11 months)**- Freshways, Canadian BPO, Jalandhar, Punjab
Key Responsible Areas
 1. Contacting potential or existing customers to inform them about a product or service.
 2. Handling queries and providing effective instant solutions to clients as per their needs.
 3. Directing prospects to the sales team when needed.
 4. Entering or updating customer information in the database.
 5. Handling grievances to preserve the company's reputation.
 6. Taking and processing orders in an accurate manner.
 7. Going extra-mile to meet sales quota and facilitate future sales.
 8. Asking questions to understand customer requirements and close sales.

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Education

Grade	Educational Board	Scores Achieved
10 th	CBSE	66%
12 th	CBSE (non-medical)	68%
B.Tech CSE	Lovely Professional University	Result Awaited

Self Ethics

- Excellent Communication Skills
- Negotiable Skills
- Sharp Numeracy Skills
- Tech-Savvy
- Leadership and Team player
- Flexible in approach
- Optimistic
- Punctual and Time Management
- Quick learner
- Open to new challenges.