

Resume

ANURAG MISHRA

Address - 5C, A block, Modern Railway City

Chhapraula, Gautam Budha Nagar, Ghaziabad-201009

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OBJECTIVES

To work in such an environment where my Qualification & Computer Skill will be prove better for any Organization or Industries.

- Have the aptitude to work in a challenging 24x7 environment.
- Good communication and interpersonal skills, both verbal and written.
- Self-motivated and desirable to work in a team environment.

EXPERIENCE

1 Back End as Business Process Expert and Quality Analysis (Operation Department) (11th May-2015 to 23rd September 2020).

PROVANA INDIA PVT LTD. (Noida).

Working profile– Provana India Pvt. Ltd. is a MNC based KPO, I have 5 years' experience as business process expert in operation department, that was remote based job and work profile was analyzing and reviewing the data and documents in to the client server and as well as uploaded the same on website and also maintain excel spreadsheet for further reference.

Roles & Responsibilities:

- Handle Quality and Production.
- Managing E-Mail Escalations.
- Maintain production records spreadsheet according to assigned user.
- Maintain dashboards of production numbers.
- Update all the SOP's according to new updates provided by client end.
- Manage team work and handle 4-5 members team.

2 Back End and Technical Support Associate (30th Aug-2011 – 09th Nov-2013).

TECH MAHINDRA LTD. (Noida).

Working profile- 1. Back End – Handle Corporate Customer's Telecommunication accounts and review the details and update in spreadsheet.

2 Tech Support - Handle technical issues of the corporate customers regarding opted telecom plans like as internet, network issues and send to the technical department or junior engineer for resolution.

PERSONAL TRAITS

- Good verbal and written communication skills.
- Willingness to learn and adaptive in nature.
- Good analytical and Logical Skills.
- Good motivation & convincing Skills.

Awarded and Rewards

Tech Mahindra

- Awarded by Manager as Pat on Back.

EDUCATION

- High School passed from U.P. board Allahabad.
- Intermediate passed from U.P. board Allahabad.
- Graduate (B.A.) from C. C. S. University Meerut.

PROFESSIONAL QUALIFICATION

Certificate	Institution	Grade
One Year Diploma of Computer Application.	D.I.C.T Computer Education Ghaziabad.	A+
One Year Certificate of .NET Programming.	OXFORD Institute (A Unit of Hindustan Soft Ltd.) Delhi.	A
Six Months Certificate of Computer Hardware.	D.I.C.T Computer Education Ghaziabad.	A+

SKILLS

▶ **Software Exposure**

- ▶ MS Word, Advance MS Excel, Power Point, Google Sheet, E-mailing and browsing.

Packages	Details
Official Packages.	M.S. Office 97/2000/2003/2007/2010 (Word, Excel, Power Point & Publisher).

Data-Base.	Fox-Pro & SQL Server.
Accounting Package.	Tally (6.3 & 7.2).
Web Designing.	HTML, DHTML, Dream Weaver & Java Script.
Languages.	C, C++, C#, VB .NET and ASP. NET.
Internet.	Managing mails and browsing.

▶ **Hardware Knowledge**

- Knowledge of Hardware components.
- Formatting & Installation of Windows and Software's.

▶ **Interests & Activates**

- Listening music & singing.
- Computer Teaching and net surfing.

PERSONAL PROFILES

Father's Name	Bhagvati Prasad
Date of Birth	25 th July-1986
Sex	Male
Marital Status	Single
Language Known	Hindi & English
Nationality	Indian
Permanent Address	5C, A block, Modern Railway City Chhapraula Gautam Budha Nagar, Ghaziabad – 201009 (U.P.)

DECLARATION

I hereby declared that all that information's given above are true and complete to the best of my knowledge.

Date: _____

Place: _____

(ANURAG MISHRA)