

Vijay Verma

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Dharmganj, Kishanganj, 855107 (IN)

PROFESSIONAL SUMMARY

proactive, friendly customer service specialist dedicated to meeting and exceeding expectations at every interaction. Timely and professional with extraordinary communication skills and ability to build and cultivate relationships to drive business retention. Actively seeking a customer service director role where I can utilize my education and experience to add immediate value to an organization.

EXPERIENCE

Computer Faculty, Home Tutor. Kishanganj, Bihar

Sep. 2023 - Jan. 2024

I was making them learn MS Excel, Mod, Product, Fact, Power, Count, Lower, Proper, Mid Concatenate, private table, Average VLOOKUP, Date and time, Nested IF, Sum if, and Count if, and if the function.

Tutor, Focus Edu Matic Pvt Ltd. Chennai, TAMIL NADU

September. 2022 - March. 2023

I was working as a Tutor profile. I was teaching English and grammar. Social and Science to the USA students. I ask questions through the chat process. Having listened to their voice. I was making them understand through the chat process.

Tutor, Home Teacher. Kishanganj, Bihar

2019 -2021

I was teaching English and math and the computer is in lockdown. I maintain class by giving the task to the student and solving their problem.

Data Entry Clerk, Government. Kishanganj, Bihar

2017 -2019

I worked as Swachh Bharat Abhiyan. The work was data entry level. I was filling out the form of the people who had applied for Souchalaya. I entered the all information into the computer then it generated the ID for the Souchalaya.

Technical Support, Steria. Noida, UTTAR PRADESH

2014 -2016

I was selected as a semi-voice process and their work was to take information from the customer and generate the ID for the customer issue. We were giving help over the call to the customer.

Customer Service, Aegis. Noida, UTTAR PRADESH

2013 – 2014

I was representing as an executive. I was handling the problem on call. We were giving solutions over the calls to the customer. We kept all the information Whenever they had a problem.

Trainer, Aptech. Kishanganj, Bihar

2009 -2010

I got selected as a trainer. I taught computer courses like Microsoft Word Excel PowerPoint Frontpage Access Multimedia Internet Software Installation Assemble the computer Antivirus and Format the laptop.

EDUCATION

NIIT, Siliguri, West Bengal

Diploma in computer, System Networking, Turbo, Jun. 2018

IGNOU, Siliguri, New Delhi

Bachelor of Computer Application, Computer Science, 2013

Aptech, Kishanganj, Bihar

Diploma in Computer, MS Word, Excel, Front page, Access, Power Point and Multimedia, 2007

Marwari College, Kishanganj, Bihar

Associate of Science, Mathematics, 2005

High School, Kishanganj, Bihar

High School Diploma, Math science, Jun. 2003

SKILLS

Access

Skillful

Antivirus

Experienced

Assemble

Experienced

MS Excel

Experienced

C Programming

Beginner

LANGUAGES

English

Hindi

Sanskrit