

# RESUME

**SHASHANK SEKHAR SAMAL**

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## CAREER OBJECTIVE

To work in an organization where I can apply and enhance my knowledge and skills

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## EDUCATION

- Currently pursuing **Master of Business Administration** from **BPUT, odisha**
- **Bachelor of Technology** in **Computer Science and Engineering** from **National Institute of Science and Technology, Berhampur, Odisha** under **B.P.U.T** in the year **2015**
- **12<sup>th</sup>** from **Ispat English Medium School, Rourkela, Odisha** in **Science** under **I.S.C.E, Newdelhi** in the year **2011**
- **10<sup>th</sup>** from **Deepika English Medium School, Rourkela, Odisha** under **C.B.S.E, Newdelhi** in the year **2009**

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## WORK EXPERIENCE

- Worked as **Associate Customer Support** in **TECH MAHINDRA LIMITED, BHUBANESWAR** from **21/04/2018** to **28/06/2019**

**Roles and Responsibilities:**

Resolving customer issues by phone calls, emails and chats

Identifying customer needs and providing information about different product's features

Providing Outstanding customer service

Maintaining confidentiality of information

Performing other duties as the need arises

- Worked as **Officer Quality** in **HINDUJA GLOBAL SOLUTIONS, BANGALORE** from **23/09/2016** to **07/04/2018**

**Roles and Responsibilities:**

Auditing calls, emails, chats

Conducting regular feedback sessions for associates, calibration sessions with operations and training team

Providing trainings to associates on quality parameters, KRA's and expectations

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## TRAINING

- **Oracle 10g Program** at **NIIT, ROURKELA, ODISHA** in **2014**
- **Core Java and Advanced Java** at **STPI, ROURKELA, ODISHA** in **2014**

### ACHIVEMENTS

- Won 3<sup>rd</sup> prize in **Interschool Painting competition** in the year **2001**
- Awarded **Business English Certificate Preliminary (BEC-P)** Certification in the year **2011**
- Won **BUZY BEE AWARD** in **HINDUJA GLOBAL SOLUTIONS, BANGALORE** in **Feb. 2018**
- Won **TOP GUN AWARD** in **HINDUJA GLOBAL SOLUTIONS, BANGALORE** in **Jan. 2018**
- Won **BRAVO AWARD** in **TECH MAHINDRA, BHUBANESWAR** in **Jun. 2018, Nov. 2018, Jan. 2019**

### EXTRA CURRICULAR ACTIVITIES

- Member of the **NIST** Dance Group
- Participated in parasailing organized by **NIST** in the year **2012**

### COMPUTER SKILLS

- **Operating Skills:** Windows, Linux
- **MS Office:** MS Word, Power Point, Excel
- **Database:** Oracle
- **Languages:** C, C++, JAVA, J2EE
- **Web Technologies:** HTML
- **Accounting:** TALLY

### HOBBIES

- Dancing
- Internet surfing
- Travelling
- Playing

### PERSONAL DETAILS

- **Gender:** Male
- **Languages Known:** English, Hindi and Odia
- **Nationality:** Indian

### DECLARATION

I do here by declare that the information given above is true to the best of my Knowledge with Name, Date and Place

**Place:** Bhubaneswar, Odisha

**Date:**

**Shashank**  
**(SIGNATURE)**