

-: Resume: -

Munindra Dekha

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CAREER OBJECTIVE

Seeking a responsible position in a reputed Airline where I can give a satisfactory service to the passengers & enhance my knowledge, skills, and experience by getting involved in challenging work environment and utilize them for personal and organizational growth to the best my ability.

EDUCATIONAL BACKGROUND

QUALIFICATION	YEAR	SCHOOL/COLLEGE	INSTITUTE / UNIVERSITY
B.A.	2018	Bhuragaon College	Guwahati University
12 th	2014	Morigaon HS & MP School	AHSEC
10 th	2012	Doloichuba High School	SEBA

WORK EXPERIENCES

1. Data Entry Operator - Iron Mountain (Data Management Sector) **2019-2022**

- Collecting and entering data in databases.
- Maintaining accurate records of valuable company information.
- Transcribes source data into the required electronic format.
- Transfers information from paper formats into computer files using keyboards, data recorders, or optical scanners.

2. Customer Care Executive - Vodafone Call Centre **2016-2017**

- Handled customer complaints calmly and professionally, resolving customer issues periodically.
- Improved customer satisfaction by quickly and effectively addressing inquiries and complaints.
- Developed new sales opportunities through development and rollout of promotional plans.
- Identified customer needs and wants to enhance customer experiences.
- Approached each problem with fresh mind and analytical strategies to quickly resolve concerns.
- To increase loyalty and establish relationships.

Technical Skills/CERTIFICATION

- MS Office (Microsoft Word, PowerPoint & Excel)
- Basic Knowledge of Computer.
- One month certificate course in Hospitality Management from (Purvanchal Academy-Guwahati).

Personal Skill Sets

- Disciplined, Determination towards work.
- Good communication skills and personality.
- Sincerity and honesty
- Ability to work in Dynamic way.
- Moldable & Quick learner.
- Ability to work under pressure.

INTERESTS

- Customer Service
- To interact and communicate with new people.
- Reading
- To explore new places and cultures.

PERSONAL INFORMATION

- Nationality : Indian
- Gender : Male
- Date of Birth : 31-10-1996
- Marital Status : Single
- Language Known : English, Hindi, Urdu & Assamese.

DECLARATION

-: I affirm the accuracy of the information provided herein and accept full responsibility for its content. :-

Date: _____

Place: _____

(Minundra Dekha)