# Covering Letter

I have done B.Sc. with Industrial Chemistry, Chemistry and Physics from MJP Rohilkhand University, Bareilly.

*Then i worked for 4 years and 8 months in BPO in customer service in* International Process at the companies like Tech Mahindra,Noida; I-Gate,Bangalore; International bank HSBC India,Hyderabad and US based software company Oracle India,Bangalore in different roles and in different domains of IT and ITES (like Finance, Banking , Insurance and Telecom etc.).

Then for some years I did free lance coaching and Freelance work and assisted in Family Affairs related to medical affairs.

I have also worked for 5 months in BPO in customer service in *US based Chat Process (English language process) at* company *FIS Global Business Solutions India Pvt. Ltd., Gurgaon.*

***Now i am looking for a suitable profile in customer service or in other domain in a company where i can work hard and prove my capabilities and play an important role in the success of the Company and be a successful professional.***

I have natural personality traits like Quest for Knowledge , Data gathering , problem-solving abilities , Researching and collecting data to investigate.

Please find below my resume for your review.

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#  Bio Data

# Saurabh Kumar

**Email:** saurabhteaching4@rediffmail.com

**Contact Number** : 08393974561,

**Gender:** Male

***PROFESSIONAL SUMMARY:-***

**I have done B.Sc. with Industrial Chemistry, Chemistry and Physics from M.J.P. Rohilkhand University, Bareilly.**

***Overall i have experience of apx. 5 Years and 1 Month in BPO in Customer service at the companies like FIS Global; Tech Mahindra; I-Gate; International bank HSBC India and US based software company Oracle India in different roles and in different domains of IT and ITES.***

*I have Experience of 4 Years and 8 Months in BPO in Customer service and have Experience* of *4 Years and 8 Months of* working and handling International process **at the companies like** **Tech Mahindra, Noida; I-Gate, Bangalore; International bank HSBC India, Hyderabad and US based software company Oracle India, Bangalore** in different roles and in different domains of IT and ITES (like Finance, Banking , Insurance and Telecom etc.). And 5 months experience in BPO in Customer service in US based chat Process (English language process) in ITES industry **at the Company *FIS Global Business Solutions India Pvt. Ltd.,Gurgaon.***

 **Other Professional Skills and Expertise :-**

- Possess excellent analytical & professional communication skills in English and Hindi both.

- Expertise in writing (Professional/Creative)

- **Language Known & Language skills:**-

1) Hindi-Native Proficiency 2) English-Native/Bilingual Proficiency

**Current Employer:** ( January 2022 – Till Now)

- Doing Free Lance Coaching and Freelance work

**Previous Employer:** (July 2016 – December 2021)

1. **Did Free Lance Coaching and Freelance work**
2. **Assisted in Family Affairs related to medical affairs**

**Previous Employer:**

1. Worked as *Team Member DX* at *FIS Global Business Solutions India Pvt. Ltd., Gurgaon From 1st February 2016 to 28th June 2016.*

1. *I was part of a US based Chat Process of a health Process.*

**Previous Employer:** (September 2011 – January 2016)

1. **Did Free Lance Coaching and Freelance work**
2. **Assisted in Family Affairs related to medical affairs**

**Previous Employer:**

**Tech Mahindra:**

1. Worked as *Senior Associate* at *Tech Mahindra, Noida From 9th August 2010 to 31st August 2011.*
2. *Profile: It was a Blended International Telecom Process: The process was working on the Tickets of Technician* ***and receiving the Inbound calls.***
3. *I was part of a Team which migrated successfully Telecom process from Canada.*

**Previous Employer:**

***I-Gate Global Solutions Ltd.*:**

1) Worked as *Senior Associate–Operations* at *I-Gate Global Solutions Ltd., Bangalore From 4th May 2009 to 20th May 2010.*

2)I was part of an International process related to Insurance of a Canadian Bank.

3) Profile:

-Transaction Processing & Preparing Confirmation Letter.

-Customer Interaction

**Previous Employer:**

**HSBC:-**

1) Worked for Apx. 13 Months as *Customer Service Executive* at International bank *HSBC EDP INDIA PRIVATE LTD.,HYDERABAD* (From 27th March 08 To 29th April 09). **Also Worked as a checker (Quality Coach) for International Payments.**

2)I was part of the First Team of International Payments which migrated payment's first process from France and successfully made it BAU(Business as Usual).

3) Profile:

-Transaction Validation, Customer Interaction (Indirect related to France)

-Report Making, Contribution to process Improvement

**Previous Employer:**

**ORACLE India:-**

**At Oracle India I played a crucial role in the migration and stabilization of International Process (VAD) Of a Multi-lingual License and First Year Support Process which was migrated from Oracle, Dublin to Oracle Bangalore. I co-ordinated and interacted with Oracle France and Oracle’s VADs in France from Oracle Bangalore on regular basis and maintained a professional and healthy relationship with them.**

1)Worked for Apx. 18 Months as an *Order Administration Analyst* at US based software company *Oracle India Pvt.Ltd.,*Bangalore (From *17th July 2006 To 11th January 2008)*

2) Key Responsibilities Of Job:

 ***ORDER ADMINISTRATION ANALYST*** :-

-Transaction Processing, Customer Interaction (Internal & External related to France) , Exception Handling, Transaction Audit, Report Generation & Contribution to process Improvement

3) Excellence at Work:- Have won the ***YAR*** award (YAR award is given to an employee who makes a commendable contribution to the Process in a particular month at ***Oracle***)

**EDUCATIONAL QUALIFICATIONS:-**

**\* High School ( Hindi, English, Maths, science, social science and biology) from Board of high school and intermediate education, Allahabad ,U.P. with 57.83 % in 1993**

\* **Intermediate (Hindi, English, Physics, Chemistry and Maths) from Board of high school and intermediate education, Allahabad ,U.P. with 65% in 1995**

**\*B.Sc. (Chemistry, Industrial Chemistry and Physics) from M.J.P. Rohilkhand University, Bareilly,U.P. with 65.11% in 1998**

\***Working knowledge of Computer (MS Office, Internet, Online work etc.)**

**PERSONAL VITAE:-**

**Name:- Saurabh Kumar**

**Hobby:-Listening Music and reading news paper and magazines**

**Personality traits:-** 1) **Have full devotion and dedication towards my work** 2) **Quest for knowledge and learning** 3) **Optimistic and ambitious**

**Current Location:- Delhi NCR**

**Saurabh Kumar**