

# Abhishek C

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## CAREER OBJECTIVE

To work in a challenging environment in an atmosphere of motivation and team spirit, to perform to the best of my abilities in excelling in the tasks entrusted to me to the satisfaction of one and all. To work with an objective of doing justice to my job with the utmost quality.

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## KEY COMPETENCIES

Microsoft Office	Report writing and presenting	Strong interpersonal skills
Adaptability	Team leadership	Windows Operating System &
Problem-Solving	Excellent communication skills	Trouble Shooting
Proactive and self-motivated	Adobe Photoshop	Exceptional organisational skills

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## PROFESSIONAL EXPERIENCE

### Acko Pvt Ltd - India

Apr 2023 - July 2024

#### Senior Customer Support Executive (Team Leader)

I led a proactive customer support team, providing guidance to help meet our goals. I set up effective performance monitoring to keep the team on track and resolved complex issues quickly. I managed the RSA team's claims processing with careful attention to detail, handled escalated claims to ensure complete and satisfactory resolutions, and kept claim records accurate and up-to-date. My focus was on achieving 100% customer satisfaction with every claim.

### SLK Global Solutions Pvt Ltd - India

Nov 2017- Dec 2021

#### Senior Data Audit Analyst

I assess creditworthiness by reviewing loan applications and documents. I calculate key ratios and metrics to set up debt repayment plans and interview applicants to determine their financial eligibility. Each day, I review active loan files to track missing documents and speed up the process. I also recommend products that match customer needs and lending guidelines.

### Bhawat Alamana Supermarket - UAE

2016 - 2016

#### Admin Assistant

I provide a positive customer experience through fair, friendly, and courteous service. I handle sales by scanning items, totaling purchases, and processing returns. I address customer issues and answer questions, make price changes using price sheets and sale bulletins, and balance the cash drawer at the start and end of each shift. I also ensure a safe and clean working environment by following all procedures and regulations.

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## EDUCATION & CERTIFICATIONS

### BCA (Bachelor of Computer Application) 2013-2016

Majors: Operating Systems & Networking  
Karnataka State Open University Mysore (KSOU)  
Mysore

### Diploma In Multimedia Hardware And Networking 2010-2013

Majors: Graphics Design, web design, logo design  
Image ICAT Institute Pvt Ltd

### Secondary School Learning Certificate 2008-2009

Pavithra Vaidyanathan Public School

## LANGUAGES

English, Hindi, Kannada, Telugu

## EXTRACURRICULAR ACTIVITIES

Attended additional learning workshops or courses.  
Creative Projects: Worked on personal or collaborative creative projects.  
Design Competitions: Joined competitions for graphic or web design, logo design.