

SOURABH KUMAR

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Date of birth: 27/01/1996 | Nationality: Indian | LinkedIn: <https://www.linkedin.com/in/sourabh-kumar-80290218>

Professional summary

To work in a firm with a professional work-driven environment where I can utilize and apply my knowledge and skills which would enable me to grow while fulfilling organizational goals.

Skills

- | | |
|---|---|
| <ul style="list-style-type: none">• Microsoft Office• Technical Support• Administrative support• Emotional intelligence• Creative problem solving | <ul style="list-style-type: none">• Relationship-building• Ownership• Written and verbal communication skills• Excel proficiency• Customer service expert |
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Work history

Assistant Executive Customer	2/2023 - 07/2023
iENERGIZER IT SERVICES PVT.LTD – Noida, India	

- Assisted customers with their queries and problems and provide appropriate solutions.
- Answered high volume of phone calls and email inquiries.
- Updated and maintained confidential databases and records.
- Used advanced software to prepare documents, reports.

Retail shop assistant	01/2018 - 03/2020
Family Business – Lucknow, India	

- Assisted customers with product selection and sales, recommending items to increase transaction value.
- Built customer rapport by identifying specific needs and making appropriate product recommendations.
- Identified and removed out-of-date stock, correctly recording waste.

Intern	06/2017 - 07/2017
Scooter India Limited – Lucknow, India	

- Assisted senior engineer in designing and developing the clamp and testing its functionality.
- Collaborated with departments to fulfill group projects.
- Participated in training and seminars to enhance skills and promote growth.
- Carried out project tasks under supervision.

Education

B.Tech: Mechanical Engineering	2018
DR APJ Abdul Kalam Technical University - Lucknow, India,	
Graduate with First Division	

Secondary School Certificate: Physics, Chemistry, Maths	2014
Avadh Collegiate CBSE Board - Lucknow, India,	
Graduated with First Division	

Certifications

Basic Computer Application (MS Excel, MS Word, Powerpoint) from ICA Edu Skills
Solidwork for Mechanical Engineering from Cadd Center
AutoCAD for Mechanical Engineering from Cadd Center

Languages

Hindi: Native
English: Advanced