

Abin Antony

Sr. Customer Service Representative with three-plus years' experience in BPO sector.



Applying the skill-set and Industry knowledge I learned during my three-plus years' experience in BPO sector for the betterment of the company and also learning new and relevant skill-sets to technically upgrade myself as well as to be more efficient and productive at work.

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📍 Delhi, India

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WORK EXPERIENCE

Sr. Customer Service Representative HCL Technologies Ltd.

11/2018 – 04/2020

Noida, India

Achievements/Tasks

- Resolving candidate queries and providing real-time assistance via online web chat support to candidates taking their certification exams through Pearson VUE.

Contact: Bhupendra Singh Mahar (SME) – +918376966587

Process Associate Interglobe Technologies Pvt. Ltd.

12/2017 – 09/2018

Gurgaon, India

Achievements/Tasks

- Analyzing post journey claims made by Air France and KLM passengers through email, for flight delays and cancellations and then initiating refund in cases, wherein the passenger needs to be compensated.

Executive Operations Aegis Ltd.

03/2017 – 09/2017

Noida, India

Achievements/Tasks

- Attending inbound calls from Vodafone postpaid (Delhi-NCR) customers and assisting them with their queries and complaints related to poor network connection, billing queries, etc.

Customer Care Executive Jindal Intellicom Ltd.

11/2015 – 06/2016

Delhi, India

Business Services arm of the Jindal Group

Achievements/Tasks

- Attending inbound calls from Carrier Midea India customers and resolving their queries and complaints related to Carrier Midea Air Conditioners and Kitchen Appliances.

Data Entry Executive Infotel Solutions & Services

09/2014 – 09/2015

Delhi, India

Telecommunication Services Company

Achievements/Tasks

- Filing online license applications in the Govt. of India website on behalf of Telecom companies and ISP's, for them to be granted permission by the government to operate Radio & Telecommunication equipment and also keeping a record of the filed applications.

Contact: Thomas K V (COO) – +919810052883

TECHNICAL SKILLS

Programming

C, MATLAB, Multisim

Telecom

TEMS, Quantum GIS

Customer service

Excel, Web chat, Email support

SOFT SKILLS

Quick Learner

Team Player

Good Communication Skills

Good Analytical skills

EDUCATION

Bachelor of Engineering (Electronics & Telecommunication)

St. Vincent Pallotti College of Engineering and Technology

08/2008 – 07/2012

Nagpur, India

Higher Secondary Education (CBSE)

St. Xavier's School

05/2006 – 04/2008

Delhi, India

HONOR AWARDS

Academic Distinction Certificate (Class 10th)
(05/2005 – 04/2006)

St. Xavier's School, Delhi

INTERESTS

Reading

Singing

Travelling

Sketching and Painting