

Aman

D-1/422 street no. 14, Ashok nagar, Shahdra , Delhi - 110093

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Objective

Objective: To obtain a challenging position in a technical advisory role or in backend where I can leverage my communication skills, multitasking abilities, and 2 years of experience—including iOS technical support with Concentrix—to contribute to team success and deliver exceptional customer service.

Experience

- Tech mahindra** 1 may 2023 - 2 may 2024
Customer support in voice process in Mynta process
Work Summary: Customer support executive with experience in domestic voice process at Tech Mahindra. Skilled in customer handling, issue resolution, communication, and maintaining service quality in a target-driven environment.
- Concentrix** 18 June 2024 - 17 April 2026
iOS technical advisor as grade -11 employee in Avalon process (Apple)
Work Summary:
Experienced iOS Technical Advisor at Concentrix with expertise in customer support, iOS troubleshooting, issue resolution, and maintaining high customer satisfaction in a target-driven environment.

Education

- Government boys senior secondary school** 2019
10th done from CBSE
- Government boys senior secondary school , Yamuna Vihar B-1** 2021
12th Done from CBSE board
71.5
- School of open learning , Delhi university** 2024
Graduation- B.A programme
Grade A

Skills

- Fast and accurate typing (WPM: [55+]) • Excellent written and verbal communication • Strong command of English grammar and vocabulary • Ability to engage in meaningful and coherent conversations • Quick learner with adaptability to new tools and technologies • Efficient at generating, editing, and proofreading content
- Motivated and hardworking individual with strong multitasking abilities and a collaborative mindset. Demonstrates excellent teamwork, adaptability, and a consistent work ethic in fast-paced environments.

Achievements & Awards

- Consistently achieved CSAT above 90% at Concentrix (Apple) and as well as in Tech Mahindra too
Handled high-volume support during Product launch for Apple in September RNR winner more than 4-5 times in a year

Declaration

I hereby declare that the information furnished above is true and correct to the best of my knowledge and belief.

Additional Information

Graduated by Freedom English academy (N.G.O)
Stenography done by Gyan jyoti academy (Rohtas nagar)