

RAVI RANJAN

Patna, Bihar

7979040655 | raviranjn75521@gmail.com

OBJECTIVE

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

EDUCATION

St. Dominic savios high school

Higher and secondary education

8.6 cgp

EXPERIENCE

Wipro technologies

November 2021 - 19 July 2024

Senior associate (also worked as quality analyst)

I am working with Wipro from last 2nd half years. I have completed my notice period on 19th of July.

In Wipro I was working for an Austrian company which is telstra. Here we use to provide services nd devices to the customer as per there requirement,for ex. If customer need any service or device, they places the order on Telstra portal and we receive that request in the form of pdf. We verify the details with our portal which is siebel and console like address, contact name, account details nd all. If the details are correct than we process the case otherwise we send email or arrange a call back to the customer for documents verification.

I also worked in a chat process where we use to solve customer queries like address, name , contact number correction, and also service renewal..

I also worked as a quality analyst for 7 months.



SKILLS

E-mail



Siebel



Console



Flexcab nd Mica



LANGUAGES

Hindi

English

INTERESTS

Cricket

Participation in social activities

Qconnect

Jan 2020 - Jun 2021

Associate

I was also with Qconnect for more than one year. Where we work for an insurance. We use to resolve queries of the customer through inbound call
