

Ananta Kumar Nahak

Personal Information

Date of birth: 10/03/1999

Nationality: Indian

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Profile

My objective is to utilize my extensive customer service experience to provide exceptional service and satisfaction to clients at a dynamic and customer-oriented organization. With a proven track record of consistently meeting and exceeding customer expectations, I am confident in my ability to contribute to the success of the company while further developing my skills in a challenging work environment.

Work Experience

02/2023 – present
Berhampur, Ganjam, India

Kiosk Operator STATE BANK OF INDIA

- Resolved customer disputes and inquiries by actively listening, empathizing, and implementing effective problem-solving techniques.
- Assisted customers in navigating and troubleshooting online platforms, resulting in a 15% increase in user satisfaction ratings.
- Established strong rapport with customers through personalized interactions, resulting in a 10% increase in customer retention.
- Collaborated with cross-functional teams to identify and implement process improvements, leading to a 20% reduction in average customer support response time.

Skills

Communication skills
Professional

Problem-solving abilities
Professional

Education

06/2014 – 04/2016
Berhampur, India

I.com | +2/I.Com Binayak Acharya Junior College

- Successfully completed +2 Commerce/ Intermediate in Commerce including coursework in accounting, finance, and business law, resulting in a strong foundation in fundamental business concepts.
- Demonstrated exceptional organization and time management skills by consistently completing assignments and projects on time, while maintaining a high level of academic performance.
- Actively participated in group discussions and collaborative projects, fostering teamwork and effective communication skills.
- Successfully completed +2 Commerce/ Intermediate in Commerce With 73% marks.

Education

06/2016 – 05/2019
Berhampur, India

Commerce | +3/B.Com Khallikote University

- Completed a Bachelor's degree in Commerce with a specialization in Marketing, accounting, journal, Business Law etc .
- Developed comprehensive knowledge of accounting principles and financial analysis through coursework in Financial Accounting and Managerial Finance.
- Completed a Bachelor's degree in Commerce with 67% marks.