

NITISH KUMAR SINGH

Customer Service Manager



NITISH KR. SINGH
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My Bio

Efficient Unit guideline with specific team effort always gives maximum outcomes.

OBJECTIVE

I want to work in an organization where I can apply my knowledge and analytical Skills to foster my practical exposure and work for the benefit of the organization.

AREA OF INTEREST

- To apply Technical skills and innovative ideas in every areato get maximum efficiency and long-term output.
- To Listening Music and Reading inspirational books.

EXPERIENCE

(Sept. 2017 - Aug. 2021)

SR. SERVICE CLAIM SUPPORT OFFICER

BAJAJ ALLIANZ GIC. LTD. (Non-Motor EW Department)

- Handling Customer Insured Electronics Product Service Claims as well as customer queries resolutions on real time basis.
- Consistently Maintained near by 100% Claim Settlement target and Customer grievance (Escalation)solutions through Customer handling capability by using standard Coordination and troubleshooting procedures through new ideas and technical communication skills as per our Fixed TAT towards Customer Electronics goods dedicated service.
- Done Vendor Tie-Ups as per requirement in specific area and maintained their performance by our technical help and guidance, Same things help us to achieve our goals Consistently for company Growth.
- Improved customer satisfactory output towards our service with courtesy visits at partners place, and technical support system.
- Prepared detailed daily MIS reports for Growth, Proper Management and Performance analysis.
- Provide all System (CRM) Based as well as technical (Electronics Repair/Replacement/Configuration Demo) training to ourservice partner for claim process and asset repair.

(Jun. 2015 - Dec. 2016)

ELECTRICAL CAD & INSTALLATION ENGINEER

BASANTI MULTI SOLUTIONS (RJIL VENDOR)

- Responsible for all kinds of Site Survey and Electrical CAD Based Installation plan (Design) preparation, Making Each project-based PPT.
- As per Planning Perform Electrical Installation, Maintenance, Wiring, SiteForge Software Based ATP Testing and then Wi-Fi Speed Performance analysis by Netvelocity Software.
- After that Taking Clint Feedback, Making Final Installation Report, and then Mailing data as well.

(Apr.2014- Apr.2015)

COLLEGE FINAL YEAR PROJECT

ANNAMALAI UNIVERSITY-(T.N.)

- I have got college project-based training on the topic of "Zigbee Based Wireless Communication for Industrial Automation & Control Using 89c51

About My Self

Hi, I'm Nitish Singh Professionally anElectrical & Electronics Engineer But, experienced in the Area of Sells and Service of Electronics Goods and also experienced in CAD/Graphics Designing.

SKILLS

Professional

	Advance Excel
	MS Office
	Electr. Repair/ Installation/ Labelling
	Presentation
	AutoCAD
	SiteForge
	MIS Report Prep.
	Mail Writing
	Customer Service
	Vendor Tie-ups
	Photoshop

TRAINING AND AWARDS

- Certificate for One day program of Paper Presentation (Topic MSYS-Biometric) on NATIONAL LEVEL TECHNICAL SYMPOSIUM 'SURGE-15' at Department of Electrical Engineering, Annamalai University in 17th Feb-15.
- Certified two days' workshop training in Embedded system and Msys-Biometric from IIT-BHUBANESWAR (Wissenair-14) held on 18th & 19th Jan-14.
- Certified two days' training in EXPOSURE TO MATLAB from Annamalai University held on 28th and 29th Mar-15.
- Certified 15 Days' Industrial training from HEC. India Ltd. And observe knowledge about Sub-station Power supply system (Operation, distribution and Electrical Diagram Study), Transformer working principle and their winding, Motors' winding and their working principle as well as Foundry and Forge Plant Working Principle throughout the visit and training of HMBP, HMTP, PSD, Instrumentation and FFP departments from 30th May-13 to 13th Jun-13.
- Certified 3 Month Diploma in Computer Application (DCA) from 5th Jul-11 to 5th Sep-13.

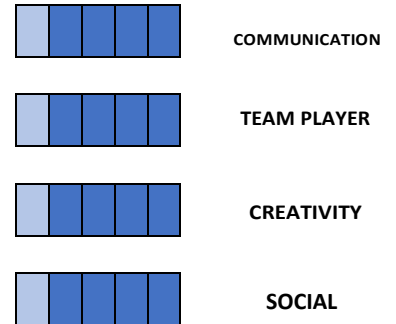
EDUCATION DETAILS

Qualifications	Board/University	Year of Passing	%/OGP
B.E. (Major: - Electrical and Electronics Engineering)	FEAT, ANNAMALAI UNIVERSITY (T.N.)	May-2015	7.41[OGP]
DCA	Aaditya Computer Recognized by SSED, Jharkhand	Sep-2011	82%
INTERMEDIATE (Science)	NIOS, DELHI	May-2011	52.2%
MATRICULATION	MRSD HIGH School, B.S.E.B., PATNA	May-2008	62%

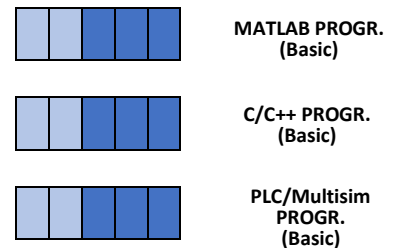
PROFILE

- Father :- Late-Chandra Shekhar Singh
- Date of Birth :- 02-Jan-1994
- Blood Group :- (O)-VE
- Marital Status :- Married
- Sex :- Male
- Nationality :- Indian
- Permanent Add.: - Vill-Moujampur
PS- Awtarnagar, PO-Naraon
Chapra (Saran), Bihar
- Present Add. :- 202, Kanchan Mansion
Krishnapuri Rd. No.-10(A)
Chutia, Ranchi-834001
Jharkhand

Personal



Additional (Software) Skill



Language Known

English (Read, Write
& Speak)

Hindi (Read, Write &
Speak)

Bangla (Read, Write
& Speak)

Hobbies

Book

Reading

Newspaper

Reading

Netsurfing

Exploring New Ideas

Dance & to Play Badminton.

Strength

Self-Confidence, High Learning
Curve, Co-ordination, Hard Working
& Ability to work with a team as a
leader.

DECLARATION

*I hereby declare that the information furnished above is true and
create to the best of my knowledge and effort.*

PLACE : - RANCHI (JH)

Date : - _____

Signature: -
NITISH KUMAR SINGH