



✉ siddharth.tripathi15@gmail.com

🏠 Jalalpur, Jalapur – Malipur Road, Ambedkarnagar, Uttar Pradesh-224149

📅 25 years old

☎ 60098 35612

## Languages

**English**  
Proficient

**Hindi**  
Intermediate

## Interests

**Cooking and travelling.**  
Exploring new cultures by the food that they have to offer.

Siddharth Tripathi

## Customer service representative

Have been working for the role of customer support executive at Teleperformance for the last one year with an accumulative experience of more than 2 years in the BPO sector. My skillset comprises of establishing communication with customers from across the globe and retain the trust of customers in the client.

## Education

### Masters

From August 2019 to August 2021 **North Eastern Hill University** Tura, Meghalaya

### Bachelors

From July 2016 to June 2019 **Maharaja Sayajirao University of Baroda** Vadodara, GJ, India

## Work experience

### Technical Support Executive

From August 2022 to August 2023 **Teleperformance** Jaipur  
Troubleshooting problems arising over however not limited to the operation of the Windows operating system and Office 365.

### Advocate

From September 2021 to February 2022 **Cogent E Services** Vadodara (WFH)  
Required providing resolution over issues arising, prior and after placing of orders for a major food delivery application.

## Skills

### Communication

Lending an empathetic ear, wherever required and a crisp explanation and education to customers that enables them to deal with the problems themselves.

### Easily grasp new technicalities and flexible.

Quickly grasp any emerging concepts and can adapt to different work environment.

## Computer skills

### Basic understanding about email protocols.

How to use an email protocol in accordance with business needs and setting up of accounts over client apps like Outlook and Thunderbird.