

## RESUME

# SUNIL SHARMA

Sector 65 Noida

Mo.9506735780

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To utilize my one year of customer service experience at Cogent in securing a challenging role within a dynamic organization, enhancing communication skills, delivering exceptional support, and contributing to organizational success while fostering personal and professional growth.

## EXPERIENCE

12 FEB 2024 – TO 31 DEC 2024

**CUSTOMER SERVICE AGENT**, COGENT E-SERVICES LIMITED.

Manage and resolve escalated customer complaints or inquiries effectively and professionally.

## EDUCATION

2012 , UP BOARD

**10TH**, JANATA HIGHER SECONDARY SCHOOL VIJAIPUR

2014 , UP BOARD

**12TH**, S.G.B.K.G.I. COLLEGE KAPATANGANJ

2017, DDU UNIVERSITY GORAKHPUR

**B.COM**, DDU UNIVERSITY GORAKHPUR

## SKILLS

- MS OFFICE
- Communication skills
- Problem-Solving Skills

## DECLARATION

I hereby declare that the information provided in this resume is true and correct to the best of my knowledge and belief. I take full responsibility for the accuracy of the details mentioned.

*Sunil Sharma*

*Place: Noida*