

# RAHUL SHARMA

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## Summary :: LiveCareer

Energetic Service Executive with robust background in client relations and problem resolution. Leverages strong communication skills to build lasting customer relationships and improve service satisfaction. Adept at coordinating teams, streamlining processes, and enhancing operational efficiency. Consistently focused on delivering exceptional service and driving business growth through proactive client engagement. Knowledgeable IT team member with background setting up, maintaining and repairing user stations. Works well independently on diverse support projects and kept impeccable records. Expert troubleshooter and critical thinker with great problem-solving abilities.

## Experience

### Citizen Service Executive Tata Consultancy Services (TCS)

06/2012 to Current  
Sikar, Rajasthan

- **Assisting Applicants:** Provide guidance and assistance to applicants in filling out passport application forms correctly and in accordance with government regulations
- **Document Verification:** Verify the authenticity of the documents submitted by the applicants for passport issuance or renewal, ensuring compliance with legal requirements
- **Biometric Data Collection:** Facilitate the collection of biometric data such as fingerprints, photographs, and signatures of applicants as per the prescribed standards
- **Application Processing:** Process passport applications efficiently and accurately, ensuring all necessary information is recorded and forwarded to the appropriate authorities for further processing
- **Customer Service:** Deliver excellent customer service by addressing inquiries, resolving complaints, and providing updates on application status to applicants courteously and professionally
- **Data Entry and Management:** Maintain accurate records of passport applications, payments, and other relevant information in the designated database systems, ensuring data integrity and security
- **Compliance with Regulations:** Adhere strictly to government regulations and guidelines governing passport issuance procedures, ensuring compliance at all stages of the application process
- **Collaboration:** Collaborate effectively with team members, supervisors, and government officials to streamline operations, resolve issues, and ensure the smooth functioning of the Passport Seva Kendra
- **Continuous Improvement:** Identify areas for process improvement and contribute ideas for enhancing the efficiency and effectiveness of services provided to applicants
- **Training and Development:** Stay updated on changes in passport-related regulations, procedures, and technology through ongoing training and professional development activities to enhance job knowledge and skills
- **Maintaining Confidentiality:** Handle sensitive applicant information with the utmost confidentiality and ensure that data protection protocols are strictly followed to safeguard privacy and security
- **Emergency Response:** Be prepared to handle emergency situations such as medical emergencies or security incidents by following established protocols and providing assistance to applicants as needed

## Skills

- Communications
- Computer Skills
- Excel
- Teamwork
- Time Management
- Technical Support
- Customer service
- Microsoft Office
- Multitasking efficiency
- Customer-Focused attitude
- Constructive feedback giving
- Empathetic listening
- Data analysis
- Contract review and drafting
- Microsoft Excel database management
- Project management
- Passionate motivation

## Education

**M.Sc: Information Technology**

University of Rajasthan

**01/2012**

Sikar, Rajasthan

**B.Sc: computer science**

University of Rajasthan

**08/2009**

Sikar, Rajasthan

**10th: All subjects**

BSER Ajmer

**2004**

Sikar

**SSC: Science**

BSER Ajmer

**2006**

Sikar

## Languages

**English: :**

C2

Proficient

**Hindi: :**

C2

Proficient