

# UTTAM KUMAR MAHTO

✉ [uttamk722001@gmail.com](mailto:uttamk722001@gmail.com) | ☎ +91 7250021949 | 📍 Ranchi



## Customer Service, Operations Management, Sales, and Marketing

Organized, hardworking and result driven professional with 5 years of experience in providing world class customer service, sales, marketing, and operations support. Seasoned negotiator and a team player with specialization in customer service, sales, and marketing.

### PROFESSIONAL EXPERIENCE

#### CSC and UIDAI Enrollment Center, B Nawadih, Block Rahe, Ranchi

Since 2022

Registered CSC Operator

Customer Service, Sales, and marketing operations

- Responsible for efficiently managing UIDAI enrollment operations.
- Ensure accuracy and compliance with data entry processes.
- Provide assistance and support to applicants throughout the enrollment process.

#### Gini&Jony, Ranchi

2019 – 2020

Sales Executive

- Actively engaged with customers to understand their needs and preferences.
- Achieved and exceeded sales targets through effective communication and product knowledge.
- Maintained visual merchandising standards to enhance the customer experience.
- Escalate complex issues to the appropriate support teams and follow through to resolution.

### CREDENTIALS

- Bachelor of Arts, Hindi Honors, Ranchi University Ranchi (2024) 7.04 **CGPA**
- Senior Secondary High School (10+2) Jharkhand Academic Council Ranchi (2019) 41.8%
- Higher Secondary 10th Jharkhand Academic Council Ranchi (2016) 53%

### ADDITIONAL INFORMATION

- **Address:** Village Basahatu, Post Office B. Nawadih, Police Station Sonahatu, Ranchi 835102
- **Date of Birth:** 7th February 2001
- **Marital Status:** Unmarried
- **Languages Known:** Hindi, English & Local Language
- **IT Proficiency:** MS Packages and Windows (XP, Vista, 7, 10), MS Office, Tally
- **Professional Development:** Undertaken training on Essential Communication Skills; Counseling, Leading Teams, Coaching Skills, and Interviewing Techniques
- **Hobby:** Playing Football, Playing Badminton

Reference available on request