

UMANG BISWAKARMA

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M.M Terai, Siliguri, West Bengal, India



PERSONAL DETAILS

Date of Birth : 04/01/2003
Nationality : Indian
Current Address : Tijarah, Dubai, UAE

PROFESSIONAL SUMMARY

Customer-focused and multilingual professional with over 2 years of experience in front-line roles across hospitality and insurance. Proven ability to handle high-pressure situations with empathy, efficiency, and professionalism. Skilled in guest relations, CRM tools, and administrative tasks, with a commitment to delivering world-class customer experiences.

EXPERIENCE

July 2024 - March 2025	Customer Service Representative Reliance Nippon Life Insurance Company <ul style="list-style-type: none">- Assisted 50+ clients daily via phone and in-person on insurance policies and claims.- Maintained 98% accuracy in data entry using internal systems for customer records.- Resolved client complaints with empathy, achieving 90% first-contact resolution rate.- Strengthened customer retention by offering personalized policy solutions.
May 2023 - June 2024	Guest Relations Agent Marina Motel <ul style="list-style-type: none">- Greeted international guests with a welcoming and professional demeanor.- Managed check-ins, bookings, and complaint resolution independently.- Upsold hotel services, increasing guest revenue by 12% per month.- Operated hotel CRM systems to track guest feedback and streamline communication.

SKILLS


- Customer Service & Complaint Resolution
- Multilingual Communication (English, Hindi, Nepali, German A1)
- Microsoft Office (Word, Excel, Outlook)
- Shift-Based & High-Pressure Environments
- Cultural Sensitivity & Team Collaboration
- Face-to-Face & Telephone Interaction
- Professional Appearance & Grooming Standards
- Leadership Skills and team management

EDUCATION

2020-24	Bachelor's Degree Birsa Munda College EQF Level 6 Equivalent
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CERTIFICATIONS

Certificate in Accounting (Tally ERP)

 Dec 2022 – May 2023

- Proficient in billing, invoicing, and account queries handling.

Diploma in Professional Computer Teacher Training

 Apr 2021 – Apr 2022

- Trained in Microsoft Office, Excel, Powerpoint and other softwares including communication skills for professional environments.

LANGUAGES

English – Fluent






Hindi – Fluent

Nepali – Fluent (Native)

OBJECTIVE

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

ADDITIONAL INFORMATION

- -  Height: 170 cm |  Weight: 75 kg
- -  Willing to relocate: Yes
- -  Work eligibility: Passport ready
- -  Hobbies: Public speaking, travel, cultural exchange, learning new languages

DECLARATION

It is to hereby to inform you that the details mentioned above is correct and true to the best of my knowledge.

Place : Dubai

Date : 10/07/2025