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## To work in an organization committed to quality customer service and to utilize my skills acquired over five years of service industry experience to make meaningful contributions to the organization’s growth and my personal development.

## Powerful communication and negotiation skills, convincing presentation capabilities and a creative flair.

## Team player, willing to guide, take suggestions and create an environment of shared knowledge.

## Capacity for learning and improving knowledge through own initiative.

### WORK EXPERIENCE:

### Andromeda Marketing Pvt. Ltd., Mumbai

### Company : Hutchison Essar Ltd.

Tenurity : Worked from 9th April, 2006 to 26th Sept., 2006.

Designation : Customer Service Executive (Calls)

Role :

Assisting customers with their queries.

Taking customer’s requests for activation/deactivation of services.

Assisting in addressal of customer’s complaints, suggestions and feedbacks.

**People Interactive (I) Pvt. Ltd., Mumbai**

Brand : Shaadi.com

Tenurity : Worked from 29th Nov., 2010 till 18th Nov., 2014.

Designation : Customer Relations Officer (Calls, Chats and Emails)

Role:

Assisting members with their queries related to features, services and memberships on the website.

Addressing members’ feedbacks and suggestion.

Handling escalations of frustrated and irate members who are unhappy with the services.

Pitched for sale of membership and also achieved targets.

Managing the shift in Team Leader’s absence.

Screening and activating members’ profile after which the profile becomes online on the website.

## DATE OF BIRTH: 25th July, 1988

## AGE: 26 Years

## ACADEMIC QUALIFICATIONS:

2013: Advanced Diploma in Business Administration from Prin. L.N. Welingkar Institute of Management, Development and Research.

2010: T.Y.B.Com. from Bharatiya Vidya Bhavan’s Jayaramdas Patel College of Commerce & Management Studies, Mumbai.

2006: H.S.C from Burhani College of Commerce & Arts, Mumbai.

2004: S.S.C from School of the Sacred Heart, Mumbai.

## LANGUAGES KNOWN: English, Hindi

## COMPUTER PROFICIENCY: MS Word, MS PowerPoint

**HOBBIES**: Cooking, dancing, travelling.