Resume

Sheetal

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**Career Objective**

A motivated resilient and a compelling persuasive individual who is passionate in achieving goals by battling hurdles and implementing experience to succeed in every aspect. Also seek a challenging & performance oriented position in customer Service field with a reputed organization like yours.

**Education Qualification**

* HSC from Maharashtra State Board in Year 2007
* SSC. Maharashtra Board of secondary Education 2005

**Work Experience**

JP Morgan Chase

Date of Joining: - 3 March 2011 - till date

Designation: Customer Support Specialist

**Job Responsibilities**

* Responsible for ensuring that customers enquires are resolved at first point of contact.
* Making Impactful Decisions for my Customers.
* Dealing efficiency with questions and queries from customers.
* Knowledge of Phrase and Keywords that can generate customers confidence.
* Taking Ownership and Accountability on each and every call.
* Ensuring customers are satisfied by the end of the call.
* Helping customers with a payment plan to ensure their credit is in place.

**Achievements**

* Champ of the month
* Champ of the Quarter

**Areas OF Expertise :-**

* Excellent Communication Skills
* Service Relationship
* Customer Management
* Exceeding Expectation on Every interaction

**Strengths:-**

Sincere and Hardworking

Ability to deliver results under odd condition

Focused and dedicated Quick learner & flexible to adopt challenging environment

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Ability to work in rotational Shifts

**Skills:-**

Customer Service Professional Personal

Relationship Building Time Management Listening Skills

Positive Language Multitasking Team Work

Telephone Etiquettes Highly Organized Self Disciplined

Effective questioning Analytical Skills Hard Working

Managing objections Planning & Development Articulate

Customer Satisfaction Negotiation Skills Customer first Attitude

**Computer Proficiency**

MS office (Word, Excel, PowerPoint)

Knowledge of browser and Internet based applications.

**Personal Details**

Date of birth - 17/11/1989

Religion - Muslim

Sex - Female

Languages - English, Hindi

Nationality - Indian