**Aditi**

**Aditi.237283@2freemail.com**

**Career Overview**

Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company
success.

**Core Strengths**

Strong organizational skills Telephone inquiries specialist
Active listening skills Customer service expert
Seasoned in conflict resolution Adaptive team player
Sharp problem solver Multi-Task Management
Energetic work attitude Time Management

Computer proficiency

**Accomplishments**

Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime
as needed. Exceeded corporate target for customer satisfaction for 12 months in a row.
Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.

**Work Experience**

**Customer Care Executive**
July 2013 to May 2015

**Tech Mahindra** － Mumbai, Maharashtra

**Collected customer feedback and made process changes to exceed customer satisfaction goals.**
**Made reasonable procedure exceptions to accommodate unusual customer requests.**
**Provided accurate and appropriate information in response to customer inquiries.**
**Addressed customer service inquiries in a timely and accurate fashion.**
**Developed effective relationships with all call center departments through clear communication.**

**Worked with upper management to ensure appropriate changes were made to improve customer**

**satisfaction.**
**Built customer loyalty by placing follow-up calls for customers who reported product issues.**
**Formulated and enforced Service Center policies, procedures and quality assurance measures.**
**Provided cross training to 15 staff members.**

**HR Executive**
June 2012 to May 2013

**Legends Career** － New Delhi, Delhi

**Explained human resources policies and procedures to all employees.**
**Conducted telephone and onsite exit interviews for all employees.**
**Answered employee questions during the entrance and exit interview processes.**

**Worked closely with HR business partners to facilitate year-end talent reviews and articulate team**

**strengths.**
**Selected and interviewed candidates for all available positions.**
**Created job descriptions to attract a targeted talent pool within the market wage range.**
**Generated employee tracking reports each month.**
**Assisted customer service with inbound and outbound calls regarding all HR inquiries.**
**Resolved personnel issues regarding human resources matters needing clarification, submissions**
**and corrections.**
**Audited job postings for old, pending, on-hold and draft positions.**

**Customer Care Executive**
November 2011 to April 2012

**FIS** － New Delhi, Delhi

**Take ownership of customer enquiries and understand the needs of the customer whilst taking into**
**account the needs of the organization.**
**Identify and resolve issues and problems in a timely manner.**
**Handle high call volumes and work under pressure.**
**Make sound judgmental decisions with the ability to manage job stress, angry callers and upset**
**customers.**
**Transfer customer calls to appropriate staff.**
**Follow-up on customer inquires not immediately resolved and take necessary actions for the same.**
**Coordinating with different functional departments to provide best customer service.**

**Collection Advisor**
December 2009 to May 2011

**IBM Daksh** － New Delhi, Delhi

**Collect payments on past due bills.**
**Create a list of people who have not made payments.**
**Organize list according to severity of delinquency.**
**Call customers using telephone.**
**Inform clients of overdue accounts and amount currently owed.**
**Attempt to collect payment.**
**Ensure all customer information is correct, including phone numbers and addresses.**
**Listen to customer's story and determine if debt can be collected.**
**Offer advice or refer customers to debt counselors.**
**Record new commitment to repay debt.**
**Follow federal and state laws dealing with debt collection.**
**Print reports for management.**
**Purge records from deceased people.**

**Financial Advisor (Whilst Studying)**
February 2008 to April 2009

**Bajaj Allianz** － Mumbai, Maharashtra

**contacting clients and setting up meetings, either within an office environment or in clients' homes or**
**business premises;**
**conducting in-depth reviews of clients' financial circumstances, current provision and future aims;**
**analysing information and preparing plans best suited to individual clients' requirements;**
**completing risk analyses;**
**researching the marketplace and providing clients with information on new and existing products and**
**services;**
**designing financial strategies;**

**Educational Background**

**B.com Banking & Insurance** : **Commerce**, 2009

**SK Somaiya** － Mumbai, Maharashtra, India