**Curriculum Vitae**

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| --- | --- |
| **DOB** | **April 9th 1982** |
| **Marital Status** | **Single** |
| **Sex** | **Female** |



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**OBJECTIVE:**

 **To take up the responsibility and deliver to the best of my ability and knowledge. Also to obtain a position where I can maximize my multilayer of management skills, quality assurance, and customer service skills.**

**SKILL SET:**

* **Ability to resolve customers’ issues and needs and ensure the best customer satisfaction.**
* **Strong command on English language and communication skills.**
* **Extensive experience in soft skills, customer satisfaction, process compliance with positive attitude.**
* **Ability to come up with ideas that will improve the process and deliver the best customer satisfaction in less time.**
* **IT Skills (Microsoft Office)**

**Employment History**

* **American Express (Credit Card)**

Position Held**:- Lead Customer Care Professional (Global Credit Administration) -**from Sep 2013 Till Nov 2015, India.

**Job description**

* **Making outbound calls to the members to remind them or alert them about they reaching the maximum capacity on their credit.**
* **Evaluate their credit history (FICO Score; debt to credit ratio and CDSS score) and based on it,advise them why they have maxed out their card.**
* **Advise them what needs to be done to make sure the cards are always good for use.**
* **Receive calls from card members whose cards are disrupted at the point of sale , or for any denied transactions.**
* **Advise them what it means by the nature of the card they hold and explain the criteria of how they can make sure that their cards are never disrupted.**
* **Maintaining the balance between the shareholders and the customers.**
* **Adhere to the SLA’s and the quality guidelines of the process.**

 **BEST PERFORMANCES**

* **Since I joined American Express In September 2013,I cleared my OJT (on the job training) even before the timeframe.**
* **In the first month of OJT my stack ranking was TA2, since then my stack ranking for the next 2 months were TA1 while in OJT.**
* **After I hit production in February, I got promoted to Master in the first 6 months.**
* **Always delivered excellent VOCM (Voice of Customers).**
* **Had received appreciation calls from the consumer for the excellent service provided.**
* **Always achieved the process targets above the site’s network .**
* **Got promoted to Master Credit Specialist on Oct 1st 2014 and to a Lead Customer Care Professional on Oct 1st 2015 due to my exceptional performance .**
* **I have been recognized in my dept. due to my good product knowledge and my ability to balance the client’s and the shareholder’s satisfaction.**
* **They use my work as an example of how to achieve C-Sat.**

 **ACHIEVEMENTS**

* **Oct 1st 2014-Promoted to Master Credit Specialist**
* **Oct 1st 2015-Promoted to Lead Care Professional**
* **Certified a ‘Graduate’ in Global Credit Administration-US Call & Collect**
* **Awarded ‘Top 3 Box VOCM’ (Voice of customer)**

* **Barclays Shared Services (Banking)**

Position Held**:- Customer service process advisor** -from Aug 2012 to Aug 2013) India

**Job Description**

* **Take calls and give the best solution**
* **Identify the needs of the bank customers .**
* **Cross sell the bank product according to the customers' needs.**
* **Meet the targets set by the company**
* **EXLServices.com (I) Pvt Limited (Insurance & Accounting)**

Position Held**:-**\***Senior Executive- Customer Experience Analyst** **(Band A2)**

From June 2010 till May 2011

 \***Senior Escalation Desk Executives** -From Nov 2009 till May 2010

 \***Customer Care Executive** -From Jan 2006 till Nov 2009.

 **Job Description**

* **Audit calls of the CCE on the soft skills and give one-on-one feedback on a regular basis.**
* **Making reports of the internal and the external audits [given by the customers].**
* **Responsible for any escalations and emergencies on the floor.**
* **Supervising the floor and handling any emergency spike calls.**
* **Regular call listening sessions with other centers in the US and give opinions and focus on improvement of customer satisfaction.**
* **2-3 sessions in a week with the reps’ on a regular basis.**
* **Initiate drives on the floor based on festivals and occasions.**
* **Download process updates to the representatives.**
* **Communicate with the higher support level for process improvement.**

 **BEST PERFORMANCES:**

* **Star performer award [Best performer on the floor].**
* **Best customer satisfaction award [surveys from the customers].**
* **Special gift from the client for excellent customer service.**
* **Received appreciation letters for providing good service [both customers and clients].**
* **Special gift from the clients for making every customer laugh.**

**ACHIEVEMENTS**

* **June 3rd 2010-Promoted to Senior Executive-Customer Experience Analyst (Band A2)**
* **Dec 17th 2009-Promoted to Senior Escalation Desk Executive (Band A2)**
* **April 10th 2008- Awarded ‘Star Performer’**
* **May 10th 2008-Awarded ‘Star Performer’**
* **October 10th 2008- Awarded ‘Star Performer’**

* **Mphasis BPO Services (Banking)**

Position Held**:- Customer Service executive /grade E2/ -**From Oct 2004 to January 2006, India

 **Key Functions:-**

* **Take calls and give the best resolution to the customers to ensure customer satisfaction.**
* **Maintain process related targets.**

**EDUCATIONAL QUALIFICATION:**

* **Mizoram University, Graduated In Bachelors Of English Literature /ART/ from 2001 till 2005, Mizoram, India.**
* **St. John's Higher Secondary School, From 1997 till 2001, Mizoram, India.**

**Languages:-**

* **English (Fluent)**
* **Hindi (Fluent)**
* **Assamese (Fluent)**
* **Mizo tawng (mother tongue)**

**STRENGTHS:-**

 **Dedication and commitment to work loyally and sincerely. Will power to execute the work to the utmost satisfaction of my Superiors. Adaptive, willingness to learn, confident of shouldering responsibilities, good communication skills and open to feedback, good listener, confident, sincere, hard working and ethical. Good convincing skills in giving feedback on voice and soft skills and one on one. Love to take new challenges and learn new things is my motto in life.**

**Hobbies:-**

**I enjoy reading fiction and magazines, I Love to sing and listen to music and learn how to cook different cuisines.**