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**KANCHAN**

**KANCHAN.275326@2freemail.com**

**OBJECTIVE**

To achieve a challenging position in any Industry that promotes my professional growth and prospects, in which my skills may be effectively utilized to contribute and enhance the company’s integrity, security and productivity.

**CORE SKILLS**

* Good communication and interpersonal skills.
* Good ability to work independently and in team environment.
* Extensive background in employee and customer relation.
* Dependable and Excellent inter personal relationship skills leading to the formation of effective working relationships.
* Goal oriented and hardworking individual determined to succeed.
* Willingness to learn, Good verbal and written communication skills, Comprehensive problem solving abilities.
* Team leader and player with a strong commitment and dedication towards the job.
* Strong conceptual skills in co-ordination, highly energetic with real creative talent, captivating ideas.

**PROFILE**

* *Worked as Customer Service at Sutherland Global Service, JLT, Dubai (UAE)for 1 year-APRIL 2016 TO MARCH 2017-DUBAI*
* *3 Years’ experience of Process Associate –GENPACT, Hyderabad (India)MARCH 2013 –MARCH 2016*
* *2 Years’ experience of Customer Care Executive – TATA BUSINESS SUPPORT SERVICES, Hyderabad (India) NOV2010-DEC 2012*
* *4 years experience as an administrator and back end work in alfa leather and bags,Hyderabad [india]DEC 2006-SEPT 2010*
* *3 Years’ experience of Customer Care Assistance – KIRLOSKAR INDIA PVT. LTD, Hyderabad (India)MARCH 2003-JUNE2006*

**CAREER HISTORY**

ORGANIZATION : - Sutherland Global Services, JLT, Dubai (U.A.E.)

POSITION : - Customer Service/Office Admin

**RESPONSIBILITIES**

* Hard core call to customer about intimation of payment processing
* Convene to the customer about default payment
* To solve the problems about unpaid issues & set of the payment process
* To strong follow up with customer, about dues pay on time & Seibel rating
* reach target on daily basis
* *Taking care of bills and all admin works*
* Admin responsibilities, attaining calls ,interacting with customers and sending mail to customers regarding their query and taking care of cash at the end of the day
* Taking orders through mail and phones and delivering them.
* Coordinate and by manage the office schedules, filing important documents and communicating relevant information
* Respond to complaints from customers and give customer support when requested
* Store and sort financial and non-financial data in electronic form and present reports
* Handle the processing of all complaints and queries with accuracy and timeliness
* Inform clients of unforeseen delays or problems
* Monitor the team’s progress, identify shortcomings and propose improvements
* Assist in the preparation and organizing of promotional material or events
* Ensure adherence to laws and policies
* Well-organised and responsible with an aptitude in problem-solving
* Excellent verbal and written communication skills

ORGANIZATION : - GENPACT, Hyderabad (India)

POSITION : -Process Associate

GENPACT, is the Collection Process Company. It has office for the Collection from defaulter consumer,

Company has Collection agency’s for ICICI, Max, LIC of India, & Multinational finance company etc.

**RESPONSIBILITIES**

* To make the call to consumer about intimation of payment processing
* To make convene to the consumer about default payment
* To solve the problems about unpaid issues& set of the payment process
* To strong follow up with consumer, about dues pay on time & Seibel rating
* To coordinate between Consumer &Finance Manager for the Legal step about collection process

ORGANIZATION : -TATA BUSINESS SUPPORT SERVICES, Hyderabad (India)

POSITION : -Customer Care Executive

TATA BUSINESS SUPPORT SERVICES, (A unit of TATA Group of Co.)

RESPONSIBILITIES

* To make& Received call from Customer about sort out the after sale’ Service
* To coordinate with existing customer about continuity of company’s product & service
* To make convene to the consumer about new products and services criteria
* To solve the problems of Customer’s complaint
* Report to the Area Manager on daily basis

ORGANIZATION : -KIRLOSKAR INDIA PVT. LTD, Hyderabad (India)

POSITION : -Customer Care Assistance

KIRLOSKAR INDIA PVT. LTD, (A unit of Kirloskar Group)

RESPONSIBILITIES

* *To follow up instruction of seniors for the Customer Complaint*
* *To coordinate with executive customer about newly products*
* *To assist with installation team for arranging set up of Customer’s order processing*
* *Inform to maintenance team about solve the problems of Customer’s complaint*
* *Make daily data sheet & report to the Manager on daily basis*

EDUCATION QUALIFICATION

* Nutan Vidyalaya Degree College (B. Com) Gulbarga University.
* Intermediate from V G Women’s College, Gulbarga
* S.S.C. from St. Joseph’s Covent School, Gulbarga, Karnataka

COMPUTER KNOWLADGE

* *Basic Computer Knowledge*
* *MS. Office (Word, Excel and Power Point)*