

**Manpreet**

[Manpreet.326410@2freemail.com](mailto:Manpreet.326410@2freemail.com)

**Customer service professional with 8+ years of experience in Front Office & MIS. Familiar with major customer service software, conflict resolution and possess a positive attitude.**

**Aiming to use my proven skills to effectively fill the senior position in your company.**

|  |
| --- |
| **Professional Qualification :-** |

**Knowledge in Analysis Reports, Presentations, MS-Excel, MS Access, CRM, BSCS (Business support control system).**

**Experience Summary:**

|  |  |  |
| --- | --- | --- |
| Organization | Designation | Duration |
| Consulting Engineering Group (CEG) - Jaipur | Customer Service Executive | July 2015 – Aug 2016 |
|  | Senior Billing Executive | Dec 2010 - May-2015 |
| Vodafone Digilink Ltd |
| Vodafone Digilink Ltd | Front Line Customer Care Executive | April 2008 - April 2010 |
|

**Consulting Engineering Group (CEG) - Jaipur**

|  |
| --- |
| **Customer Service Executive (CEG) July 2015 – Aug 2016** |
|  |

* Handle customer inquiries, complaints, billing questions and payment extension/service requests.
* Listing new company in company database for future transaction.
* Manage customer’s accounts.
* Keep records of customer transactions.
* Preparing and maintaining daily activity report.
* Distribute customer’s reports daily basis.
* Attending incoming calls .
* Maintains cash and cheque daily basis.

**Vodafone - Jaipur**

|  |
| --- |
| **Senior Billing Executive ( MIS Analyst) Nov 2010 – July 2015** |
|  |

* Manage the status of accounts and balances and identify inconsistencies.
* Issue and post bills, receipts, data and invoices. Check the validity of debit accounts.
* Update accounts receivable database with new accounts or missed payments.
* Ensure all clients remain informed on their outstanding debts and deadlines.
* Provide solution to any relative problems of clients.
* Prepare reports on billing activity with clear reliable data.
* Maintains daily MIS of bill distribution, credit & debit account for more than two hundred thousand customer of Rajasthan Circle – India. .

**Vodafone - Jaipur**

|  |
| --- |
| **Customer Care Representative April 2007– Nov 2010** |
|  |

* Manage a high-volume workload within a deadline-driven environment (Attends 100+ Customers per day) and consistently met performance benchmarks in all areas (speed, accuracy & volume).
* Attend inquiry regarding products & services.
* Advised customers regarding plan/payment options as per their requirement & that will suit their budget.
* Receive bill payments from customers; discuss billing questions and service concerns.
* Selling Prepaid and GSM Postpaid SIM cards, Smart phones, etc.
* Introducing the newest technology, trends in the market and discussing the technical specifications.
* Provides customer satisfaction by resolving their complaints.

|  |
| --- |
| **Personal Profile** |

**Marital Status Married**

**Visa Type Resident**

**Linguistic Capabilities English, Hindi, Punjabi.**