**Gargi**

[**Gargi.331003@2freemail.com**](mailto:Gargi.331003@2freemail.com)

**Career Objective:**

I wish to work in a supportive and co-operative environment with opportunities to enrich my knowledge, experience and skills in the emerging and upcoming environment by contributing my best to build a greener world.

**Highlights and Qualification:**

* Almost 3 and half years of volunteer experience in technical skills as well as 3 years of experience in Academic skills.
* Proficient in computer skills; Word, Excel, PowerPoint, Languages (C, C++) and “O” Level from DOEACC Society.
* Strong communication skills fluent in English as well as in Hindi and other vernacular languages.
* Organizational skills; ability to adapt to any situation and strong interpersonal abilities to deal with both customers and co-workers
* Hardworking, friendly, responsible, honest, enthusiastic, positive energy, assertive nature and detail oriented.

**Education /Certification:**

Master of Business Administration (MBA) in HR; Rajasthan University; (2015)

Graduation; Rajasthan University; (2004)

Secondaryschool certification from Rajasthan Board; (1999)

Higher Secondary certification from Rajasthan Board; (2001)

“O” Level certification from DOEACC Society.

**Volunteer Experience:**

**Grow Business Solution, Noida (March2015 - Jan 2016)**

Technical solution engineer& HR:

* **Technical Support Engineer is responsible for**Will be providing Tier 2 support to clients across US, Europe, APAC.
* High availability over phone and emails.
* Should be able to understand and resolve technical issue and report back on the same.

**iEenergizer, Noida, Uttar Pradesh (April 2014 - Feb 2015)**

CCE:

* Being CCE I am having experience of Non Voice International processes which involved the interaction with clients at different international locations through chat or email, handling their queries & complaints.
* **Tracking and reporting of relevant customer care performance metrics.**
* **Capturing and applying customer feedback.**

**Vertex India Pvt. Ltd.,Noida (August 2012 - Feb2014)**

Customer support executive:

* **Investigate and resolve customer/agency/underwriters queries**
* **Interact with customers by phone, e-mail or online chat concerning various care issues.**
* **Provide hands on support of customer care initiatives such as automated provisioning, online billing, order tracking and detailed account management.**
* **Solicit cross-selling and up-selling opportunities within the customer care experience.**

**Sugni Devi T.T. College, Rajasthan (Aug 2009 - May-2012)**

Computer Lecturer:

* On initial stage it is essential to convince people for corporate success, and I started it with academic.

**Strength:**

Assertive nature

Willing to learn,innovative

Leadership ability

Ability to work in any environment

Risk taking ability

**Declaration :**

I hereby declare that the above-mentioned information is correct up to my knowledge.