 **VALESKA**

**Email:** **valeska.341993@2freemail.com**

**Location: Burjuman, U.A.E**

**CAREER OBJECTIVE:**

Undertake responsibility in a Service industry and carry the function with zeal and relented enthusiasm in ensuring successful execution of the entrusted responsibility. Ready to learn and always ready to take up new assignments and challenges.

**KEY STRENGTHS:**

A customer service oriented professional with over 3 years of experience with an ability to delegate and work effectively with different persons. Ability to work under pressure and effectively work together as part of a team.

**PROFESSIONAL EXPERIENCE:**

Company: **Tech Mahindra Business Services (**May 2014 till January 2017)

Designation: **Trainer/Customer Care/Fraud Operations Advisor**

**Detailed Job Description**

* Handling Incoming and outgoing phone calls prompt response to e-mails, messages, any enquiries
* Providing First Call Resolution and receiving positive feedback from Surveys (NPS)
* Processing contract orders for 3 Global Services based in Ireland
* Data verification based on which a final call had to be taken
* Working with different computer programs (Word, Excel, PowerPoint, etc.)

**Internally posted as a Trainer**

* Currently training batches for Fraud Operations
* Preparation of reports of trainee’s weekly performance and a daily update on achievements

Company: **Serco Global Services** (June 2012 till January 2014)

Designation: **Senior Customer Service Executive**

 **Detailed Job Description**

* Initially worked for upselling (sales) for a UK base company known as Ideal Shopping Direct
* Achieved the monthly targets and was one of the top performers
* Based on requirement and seeing my performance was asked to support Customer Services
* Mentored new batches and reported on their progress

**EDUCATIONAL QUALIFICATIONS:**

|  |  |  |
| --- | --- | --- |
| **DEGREE** | **INSTITUTE**  | **YEAR OF PASSING** |
| Bachelor of Arts | Mumbai University |  2016 |
| HSC | St. Andrews College, Bandra |  2010 |
| SSC | St. Joseph School, Bandra |  2008 |

**PERSONAL DETAILS:**

Date of Birth: 11th October, 1992

Marital status: Single

Nationality: Indian

**REFERENCES:**

Same will be furnished on request.

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Thanking you in Anticipation.

Yours faithfully,

Valeska