**Liju**

Email Id: [liju.354422@2freemail.com](mailto:liju.354422@2freemail.com)

Career Objective:-

To be an integral part of a global value driven organization where I can demonstrate my problem solving skills & continuously strive for perfection in order to contribute towards the organization.

Experience:

**Genpact India Pvt Ltd** July 2014 - Sep 2015

Customer Service Executive

* Worked as Payments Collection Executive for company client.
* Ensured appropriate collection procedure maintaining the customer service focus
* Assisted the collection agent team for incoming payments.
* Analyzed customer needs and made arrangements adhering to company policies
* Handled escalated and upset calls, maintained and updated the outbound call reports
* Promoted as an outbound agent and met the targets set by client.
* In the second month as outbound agent I was awarded a Bronze Certificate.

**Tata- Business Supporting Service** Jan 2016 – Feb 2017

Customer Service Executive

* Provided customer service and appointment booking support services for hospital.
* Understanding patient problems and suggesting the best doctors for the treatment.
* Answered calls professionally providing complete information about products, book/cancels appointments.
* Managed to keep records of customer interactions, transactions, complaints, comments as well as actions taken.
* Shared best practices and knowledge with colleagues and teams.
* Ensured timely follow up with the customers/ patients for appointments.

**Education:**

**Osmania University**

Bachelor of Commerce (Honors) 2011-2014

**Board of Intermediate**

MEC 2009-2011

**Secondary School Certificate**

SSC 1997-2009

**Skills:**

* Compliance Issues
* Performance Management
* Administration Functions
* Strong Work Ethics
* MS Office & Advanced Excel
* Good communication skills.

Personal Details:

* Date of Birth: 24th May 1993
* Languages Known: English, Hindi, Malayalam & Telugu.
* Marital Status: Unmarried.
* Nationality: Indian.
* Visa: Visiting Visa, valid till 13th May 2017.

Volunteer:

**FORSHERS**

* Co-Founder and member of a group named Forshers.
* Mostly focused in Govt Schools,
* Main motto is to bring awareness and importance of education.
* Giving career guidance and a path to reach their Aims.