**Sneha **

 ***Email:*** Sneha.372255@2freemail.com

**Ras Al Khaimah, U.A.E.**

**OBJECTIVE:**

Seeking a position in an organization that provides me ample opportunity to explore & excel while carving out the niche for personal, professional as well as organizational goals.



* Young, energetic and result-oriented professional with **4+ years** experience of **Customer** **Service** in **Business Process Outsourcing** and **Knowledge Process Outsourcing** Sector**.**
* Experienced in **Tele sales** as a part of client's business which involves handling outbound telephone calls for cross selling bank products.
* Expertise in achieving targets.
* Freelanced as agent advisor for life insurance organization.
* Experienced in **Customer service** for a **Multinational company** in serving privileged customers of a reputed bank as a client, which involved handing inbound calls.
* Experienced **in Technical support service** for a multinational company as a clinical level-1 analyst which involved **handling inbound calls**, **outbound calls, email support and chat** **support for Principal Investigators, Clinical Research Associate,and Clinical Research Coordinator.**



**WORK EXPERIENCE:**

1. Worked as **Clinical level-1 Analyst** in **C3I SUPPORT SERVICES PVT LTD, India** for a period of ten months. (February 2016 to November 2016).

2. Worked as **Customer Service Professional** in **GENPACT, India** for a period of sixteen months. (September 2014 to February 2016).

3. Worked as **a Technical Support Analyst** in **Wipro Limited**, **India** for a period of seven months (December2013 to June 2014).

4. Worked as **Tele Sales Executive** in **HBL GLOBAL PVT LTD. India,** for a period of seven months. (October 2012 to May 2013).

5. Worked as a freelancer for **MAX LIFE INSURANCE** as Agent advisor.

**JOB, ROLES, RESPOSIBLITIES AND ACHIEVEMENTS:**

* As clinical level 1 analyst I took this role as a challenge, as it is new work environment to resolve the issue of CRC,CRA,PI by troubleshooting malfunctions with hardware or software, and perform systems checks to ensure that security measures are also being followed. My job in detail was during the process of clinical trials the clinical representatives record the visit number and trial number in a database account as they are not technically sounded I used to provide technical support to resolve the issue for revoke of account, generating password on their own, maintaining error free files, cognos errors, etc through means of calling as well as email process. I have also helped many Principal investigators (PI) in activating their accounts which were inactivated in emergency cases and if they still dint get the issue resolved I used to take the ownership of troubleshooting the system by taking remote access of the respective system.
* I was recognized as an**”** ideal employee” of the month thrice in a row which made me a champ in my career
* I was appreciated by many customers on call and through emails for resolving their queries and issues within given turnaround time.
* As Customer service professional here I was given a team of ten members where I have trained them and ensured customer centric service to the customers which made me earn a good name with my higher level of management. In detail the job was to handle queries of **premium customers of the bank** related to credit card statement, Raising a complain if there is a fraudulent transaction through credit card, Giving an update upon the dispute raised with investigation team, Helping the customer in generation of secured pin number for credit card.
* Recognized with many certifications and awards for monthly customer appreciations from the satisfied customers.
* As life insurance agent, here I got to learn many things about life, benefits of having insurance to individual and with inspiration from team leader I used to generate leads and visit the client by fixing an appointment.
* Achieved in securing lives of 30+ families.
* Rewarded with a shield “freedom fighter” for a contest held for independence day
* As a telesales executive I was part of the company's sales team and my primary job was to Cross sell Savings account, current account and credit cards from the existing
* Customer data given by the client, as per the targets and strategies set by the team supervisor.
* I was recognized with a title “shining star” for achieving monthly target and was rewarded with cash prize.

**TECHNICAL SKILLS:**

* Languages & Software skills - C, C++, SAP – BASIS, SECURITY, Microsoft office Excel, Power point and Word.
* Operating System - Windows/ 8/ 10/ XP / 2000 / 98.

**EDUCATIONAL CREDENTIALS:**

**B. Tech – Computer Science-**2012 from Jawaharlal Technological University, Hyderabad.

**Intermediate -**2008 from Narayana Junior College, Hyderabad.

**High School -** 2006 from Sri Krishnaveni Talent School, Hyderabad.

**PERSONAL TRAITS:**

* Self-motivated professional with good communication skills.
* Hard working, task oriented, Friendly nature, Disciplined.
* Ability to learn new things quickly and work as a team.
* Adaptive for any situation and environment.
* Flexibility to work in cross-disciplinary teams and foster team spirit.
* Zeal to grow in the field of development firms.

**PERSONAL PROFILE:**

 Name : Sneha

 Date of Birth : 03-10-1990

 Nationality : Indian

 Marital Status : married

 Languages Known : English, Hindi and Telugu

 Visa Status : Resident Visa

**DECLARATION:**

I hereby declare that the above information furnished here is true to the best of my knowledge and belief.

 **SNEHA**