****

**Farzana**

[**Farzana.372445@2freemail.com**](mailto:Farzana.372445@2freemail.com)

Seeking a challenging job where I can enhance my skills and implement my ideas to develop the organization and bring an element of change In my work process and I required skill set to meet the organization demands.

**Profile at a Glance:**

* Over 1 year of experience in Sales & Customer Service.
* Ability to adapt well and perform in new competitive environment with flexibility towards shifts in working and excelling under high pressure and diverse situation.
* Hard working and committed with an ability to take up responsibilities and deliver positive results
* A self-motivated and diligent team player possessing highly evolved and demonstrable communication, interpersonal and leadership skills; strong analytical mind-set to learn quickly and high confidence to draw estimation & take up new challenges combining excellent problem solving skills.

**Professional Experience:**

**ICICI BANK PVT. LTD. HYDERABAD, INDIA.**

**Customer Care Executive (From November 2015 till April 2017)**

**Associate-Phone Banking(Credit Cards)**

**(Nov 2015-Oct 2016)**

* Worked as customer service executive by serving the customers on calls by answering customers queries and giving end to end resolution with 100% quality and zero errors.
* Doing Sales by Pitching for add on products like Credit card up gradations, Personal loan on credit cards, Life insurance and general insurance.

**Senior Associate-Phone Banking Escalations**

**(Oct2016-April 2017)**

* Handling the customer escalations received at Phone banking through voice, Non voice and senior management.
* Give timely and end to end resolution to the escalated cases.
* Meeting the productivity targets and ensure the pending cases are actioned with in the time.
* Ensure minimal write backs from customers.
* Ensure no cases gets escalated to the senior management of the bank.

**Accomplishments:**

* Successfully complete the work set by the organization with in time.
* Consistently exceeded sales target every month.

**Educational Qualification:**

* M.B.A from CSI Institute of PG Studies, Secunderabad. India
* B.Com (Computers) from Wesley Degree College (Co-Ed). Secunderabad, India.
* Intermediate from Sri Sai Vignan Bharati Jr College. Secunderabad, India.
* S.S.C from Nehru High School. Secunderabad, India.

**SKILLS:**

* Strong verbal and personal communication skills
* Adaptability
* Time Management
* Energy Level
* Fast Leaner
* Ability to work with others to resolve problems, handle request or situations.
* Ability to work independently

**Technical Skills:**

* **Ms-Office**
* **Browsing net, emails & Outlook.**
* **Tally ERP9**

**Personal Particulars:**

**Date of Birth**: 05th July 1991

**Gender:** Female

**Languages Known**: English, Urdu & Hindi.

**Reference:** Available on request