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###### **PURNIMA**

**Senior Customer Service/Call Center Agent**

Senior Customer Service/Call Center Agent with over 14 years of extensive experience assisting customers in a financial and airline industry.

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###### **Summary**

* A well rounded Senior Customer Service Associate/Call Center Agentwilling to go the extra mile to provide exceptional customer service and leader ship in a fast-paced industry environment.
* Self-directed, detail-oriented and resourceful with exceptional communication skills.

Good experience in various domains such **as Finance, Tourism and in the Airline industry.**

* Expert in client retentionwhile effectively managing issues related to customer’s loans and credit card accounts.
* Extensive experience in assisting customers on wide **range of financial inquiries**while ensuring adherence to Company’s internal policies and procedures.
* Enable a smooth work environment by building a culture of collaboration between sales and operations – educating the sales force and enabling them to benefit from processes.
* Proven track record of meeting and exceeding targets in a time sensitive and high-volume environment.
* Assist customers in issuing letters relating to their liabilities and making sure the customer is satisfied and throughout coordination has been satisfactory.
* Follow up with customers through emails relating to their complaints, co-ordinate with other departments and follow up to ensure customer complains are resolved on time.

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**PROFESSIONAL EXPERIENCE**

* **Dubai, UAE**

###### ***Senior Customer Service Agent/Team Leader*** *Oct 2008 –July 2018*

* Responsible for handling high volumeof inbound calls andcreating new client databases.
* **Training of New employees** and assisting them with any difficulties experienced during a call.
* As an assistant**Team Leader,** responsible for monitoring agent calls for quality and training purpose and provide constructive feedback.
* Prepare daily and monthly miscellaneous reports using Microsoft Office; submit feedback on monthly call observations to the management. Attend weekly and monthly review and forecast meetings, and prioritize on resolving the escalated client complaints.
* **Extensive experience on Service requests relating to customer queries received through mobile application system.**
* Successfully work on and resolve specific customer complaints given by management by co-ordinating with respective departments.
* Coordinate with various teams and **provide end to end assistance** to clients on new product offerings.
* Manage queries and provide solutions on various financial products like personal loans, credit cards, auto loans and term deposits for companies and corporate clients.
* **Cross Selling of various Financial Products.**
* Resolve customer complaints and concerns with strong verbal and negotiation skills and with a quick turnaround.
* Display courtesy and strong interpersonal skills with all customer interactions

###### **Dubai, UAE**

###### ***Senior Travel Desk Staff*** *Mar 2008 - Aug 2008*

* Responsible to provide information and sell various Tours and Safaris.
* Handling desk calls

###### **Dubai, UAE**

###### ***Senior Passenger and Sales Service Agent.*** *Dec 2003 - May 2007*

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This role involves carrying out the following duties in a time critical environment. As a Senior PSSA for Emirates Airlines I was responsible for:

* Taking Inbound Calls relating to new bookings, fares, flight detail enquiries.
* Working out **multiple fare structures for passengers.**
* Handling inbound calls of First Class and Business Class Passengers.
* Handling flight delays, handling online bookings and queries.
* Handling visa details department.
* Involved in **imparting training to new staff on Aviva** that included training them on handling and taking inbound calls related to all passenger enquiries and requirements.
* Dealing with **complains and issues dealt by First Class and Business Class passengers** regarding urgent seat assignments, chauffeur drive schedules that were cancelled without prior intimation.
* Overtime work to handle high call volume due to flight delays and flight schedule changes.

**Systems knowledge:**Easy Mars and Aviva.

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**EDUCATION and CREDENTIALS**

###### **University of Mumbai, India**

Bachelor in Arts with a Major in History.

**IATA-UFTAA Certified Professional**

###### **Technology Skills**

* Ability to work with Microsoft Office applications.
* Well-versed with Mars computer Reservation System.

**Other Skills**

* Excellent Communication and Interpersonal skills.
* Maintain ethical work standards.
* Strong Time Management Skills

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**PERSONAL DETAILS**

###### **Languages-**English, Hindi & Marathi.

**Date of Birth-** 21st April 1976

**Gender** **-**Female

###### **Visa Status** **-**Husband’s Sponsorship

###### **Email** [-**purnima-393388@2freemail.com**](mailto:-purnima-393388@2freemail.com)