

**JUMI**

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**OPPORTUNITIES LOOKING FOR – CUSTOMER SERVICE / OPERATIONS / BACK OFFICE EXECUTIVE / TEAM LEAD**

**CAREER OBJECTIVE**

* To solve problems in an effective/creative manner in a challenging position as well Seeking a responsible job with an opportunity for professional challenges.
* Seeking a challenging and rewarding opportunity with an organization of repute , which recognizes and utilizes my true potential while nurturing my experience and analytical skills in the field of Customer Service and Marketing.

**AREA OF EXPERTISE**

**Team management**

* Interfacing with clients for understanding their requirements & suggesting the most viable solutions / products and cultivating relations with them for customer retention , customer service & securing repeat business in both Banking and Telecom sector .
* Assessing customer feedback, evaluating areas of improvements and providing feedback on improvements.
* Creating & sustaining a dynamic environment that fosters development opportunities & motivates high performance amongst team members.
* Expertise in monitoring **banking operations** andmaintaining long term customer relationships through the provision of high quality service.
* A creative thinker , problem solver and decision maker having strong mentoring ,negotiation and leadership skills while balancing needs of employees with the organizational mandate.

**ACHIEVEMENTS**

* Received Best Service Provider Award on Vodafone Retail Day with Silver Batch and Certificate.
* Best Customer Service Provider award from Vodafone.
* Fastest High Value account Award from CH-Tezpur from Bandhan Bank.
* Pick up recognition certificate for best Superlative Customer Experience.

KEY COMPETENCIES

* Excellent customer service skills
* Enthusiastic, conscientious and hardworking
* Proficiency in Microsoft Office, MS Excel and MS PowerPoint.
* Computer proficient with internet application.
* Well conversant in communication, coordination with analytical & interpersonal skills
* In depth knowledge of building exceptional customer experiences through engagement, attitude and service

**ORGANISATIONAL SUMMARY**

* **Since February 2018 to June 2019 as a Customer Care Executive.**
* Handling Postpaid Prepaid Non Network Complaints of entire Assam and North East Circle.
* Resolving complaints related to Data Service , Roaming services , Recharge , Billing related issues.
* Taking Care of ANE Nodal Calls and give end to end resolutions to the customers on call.
* Achieving 100 % targets in TNPS
* Resolving the escalation cases received from Vodafone Store/Vodafone Mini Store and market of entire Assam and North East.
* **Since December 2016 to December 2017 associated as a Customer Relationships officer**
* Handling complete branch operations management with key focus on bottom line profitability
* Devising and implementing policies/procedures for the all round development of branch and reduce overall costs to the branch through various means
* Resolving queries and grievances of customers
* Conducting marketing activities for banking services such as retail products and corporate products and improving branch profitability
* Building and maintaining healthy business relations with major corporate and institutional clients , ensuring maximum customer satisfaction
* **Since September 2015 to December 2016 as Customer Relationship Executive**
* Increasing Sales through pitching and probing as a part of brand building and store profitability effort
* Find out different avenues to increase location postpaid (revenue and acquisition ) business and implementing the plans and strategies
* Forecasting stocks for the store month wise ,item wise at the beginning of every month
* Handling 0 to 90 days acquisition churn
* Quality customer service of the store within TAT
* Proper and quick resolution of customer complaints , queries and request
* TNPS and EQ Scores of the Store
* To take care of the store as a second incharge

ACADEMIC QUALIFICATION

* **MSW (Master of Social Work ) 2015**

(1st Class from Nerim Group of Institution , Dibrugarh University)

* **BA ( Bachelor of Arts ) 2012**

(2nd Class from Darrang College, Guwahati University)

PERSONAL INFORMATION:

**Date of Birth**: 08th Feb , 1990

**Languages Known**: English, Hindi,Assamese

**Gender:** Female

**Nationality:** Indian

**Visa Status:** Tourist Visa (Since 02 January 2020 till 28 March 2020)

DECLARATION

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

Date:

Place:Dubai (Jumi)