SHRASTI

 Email: shrasti-397554@gulfjobseeker.com

OBJECTIVE

To utilize my technical skills and provide a professional service to customers by applying and honing my knowledge and working in a challenging and motivating working environment.

EXPERIENCE

|  |  |  |
| --- | --- | --- |
| I-Energizer |  | 2016 - 2017 |
| Customer service executive |  |
| Performed in depth research to answer more complex questions. |  |
| Updated account information after every customer call for data accuracy. |  |
| Researched and updated all required materials needed for firm and party. |  |
| Contacted supervisor immediately when issues required escalation in effort to avoid lost revenue. |  |
|  | 2017 - 2018 |
| Customer service executive |  |
| Explained benefits and advantages of Duffy product and service offerings to customers. |  |
| Implemented marketing strategies which resulted in 12% growth of customer base. |  |
| EDUCATION |  |  |
| Delhi university |  | 2013 |
| B.com |  |  |
| (A) Grade |  |  |
| N.I.I.T university |  | 2015 |
| Banking & Finance Diploma |  |
| (A)Grade |  |  |
| UP board Allahabad school | 2010 |
| 12th |  |  |
| 76% |  |  |
| CAl-C institute |  | 2019 |
| Bachelor of Computer science |  |
| (A+) Grade |  |  |
| CAL-C institute |  | 2019 |
| Tally pro 9.5 |  |  |
| (A)Grade |  |  |
| SKILLS |  |  |
| •Sales •Team building •Problem solving •Strong verbal communication •Acces system and patrol |  |
| LANGUAGE |  |  |
| English Hindi Punjabi |  |
| INTERESTS |  |  |
| Surfing through internet |  |
| Participating in social activities |  |
| Cooking and Dancing |  |
| PERSONAL DETAILS |  |
| Date of Birth : | 10/12/1992 |  |
| Marital Status : | Married |  |



Nationality

:

Indian

Visa type

:

3months visit visa