**MANSI**

Email Address: mansi-393394@2freemail.com

Personal Information:

Date of Birth: 13.12.1995

Place of birth: Mumbai.

Nationality: Indian

Work Experience:

* Ltd Designation: Customer Retention Specialist

Since 11th August 2016 to 1st July 2019.

Responsibilities:

Attend Incoming calls and provide excellent customer service, answer billing calls and solve billing and technical queries for customers of Three Telecom Service Provider based in UK. Selling of new contracts to new and existing customers.

Retain customers by giving payment option, new plans and offers on daily basis.

Convince clients to continue using the services by explaining the benefits and advantages to

them.

Up-selling new plans and products to the client on regular basis.

Verify the callers and provide best resolution as per their queries and maintain the account details. Promote the company and meet targets on Net Promoter Score.

Designation: Senior Customer Service Executive/ Fraud Analyst.

28th July 2014 TO 6th August 2016.

Responsibilities:

Attend incoming calls, Verify the callers and provide quick resolution as per their queries and maintain the account details in high security for customers of Barclays Bank based in Uk. Help customers to make business related transactions on high amount, blocking and unblocking the debit card as per the alerts on the account.

Detect fraudsters on the basis of hot alerts on the account. Adhere to security process and identify fraudulent activities and callers and take appropriate action.

EDUCATION:

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2013 – 2014: Completed for 1 Year Bachelor’s Degree in Arts from SIES College, Sion.

2012 - 2013: Completed Higher Secondary Education from Vani Vidyalaya High School, Mulund west

2010 - 2011: Completed Secondary Education from Vani Vidyalaya High School, Mulund west.

STRENGTHS AND SKILLS:

* Ability to apply academic knowledge to real life situations
* Team player
* Motivated
* Result oriented
* Meeting deadlines and multi-tasking
* Performing well under pressure

COMPUTER SKILLS

• Microsoft Office (Word, PowerPoint, Excel, Outlook)

Hobbies:

• Listening to music and swimming

Languages Known

• Fluent in English, Hindi, Gujarati and Kutchi.