**PRANITHA**

**PRANITHA**

## Professional Summary:

Ambitious Administrative Assistant with strong writing, communication and customer service skills, seeking to take next career step with an organization offering opportunities for professional advancement. Formal training in business administration with comprehensive experience in using MS Office to achieve day-to-day business goals and optimize workflows. Success in developing efficient business processes to streamline workflow and enhance organizational performance.

# ABOUT ME

To succeed in an environment of growth and excellence and earn a job which provides me satisfaction and self- development and help me to achieve organizational goal.

**Career History**

Personal Contact: pranitha-397269@2freemail.com

Reference : Mr. Anup P Bhatia, HR Consultant, Gulfjobseeker.com 0504973598

I am available for an interview online through this Zoom Link <https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>

An Indian multinational information service and consulting company headquartered in Mumbai, Maharashtra, India.

**Client: *BAJAJ FINSERV***

**Quality Analyst in customer Service (Aug’2019 to Jan’2020) Job Description:**

Auditing of the Calls and Emails of the employees to improve the customer centricity for achieving Quality Service level Agreement (SLA).

### Responsibilities:

* Auditing of calls and Emails of the associates.
* Publishing the performance trends of the associates.
* Analyzing of the data and preparing the reports as per the client requirement.
* Sharing the feedback to the team for the improvement of Quality of service towards customers.
* Trainings were conducted for Bottom Quartile performers.
* Handled the team, and gave them business inputs by tracking their performance on weekly basis.
* Fielded customer complaints and issues, with 90%+ of issues resolved to customer satisfaction.

**1**

***SKILLS & Achievements***

* + Awarded as “**Employee of the Month**” in 2019

#### Self-motivated, initiative, high level of energy.

* + Written, oral and interpersonal communication skills.

#### Committed & able to perform shift duties work under pressure and within tight deadlines.

* + Able to think critically and creatively.

#### Capable of planning and organizing work.

* + Flexible to different work situations.

#### Exhibits positive attitude and energy

***LANGUAGES***

English, Hindi, Telugu, Marathi

***PERSONAL INFORMATION:***

#### Date of Birth : 17/05/1997 Nationality : Indian Religion : HINDU Marital Status : SINGLE Visa Status : Visit Visa valid until 31st Dec’2020

**Client: *BAJAJ FINSERV***

**Information Process Enabler (Nov’2018 to Aug’2019)**

**Responsibilities:**

* Handled customer Escalations by regular follow-ups and given appropriate results in the process.
* Cross verifying of the Leads given by the team.
* Analyzing of the data and giving the inputs to the team for their effective performance.
* Conducting Huddles and giving the updates to the team on regular basis to improve the customer service.
* Prepared performance reports of the agents to track their performance on regular basis.

**Client: *BAJAJ FINSERV***

**Customer Service Executive (Sep’2017 to Nov’2018)**

### Responsibilities:

* Customer Support Executive for EMI CARDS.
* Handled customer queries regarding the loans and EMI through calls and Emails.
* Handled disputes on fraudulent activities on EMI CARDS.
* Focused on giving best customer service to improve the customer satisfaction.
* Selling of the Personal loans/ Credit cards to the customers by giving them the best offers.
* Coordination with the team in terms of business requirement.

**Human Resource Coordinator**

* + Provide day-to-day performance management guidance to line management.
	+ Work closely with the management and employees to improve work relations.
	+ Gather data from the performance management system to assist in the review of completion and compliance rates.

### Academic Education:

|  |  |  |  |
| --- | --- | --- | --- |
| MBA | 2019 | Finance | Osmania University, Hyderabad |
| BBA | 2017 | Human Resource | Osmania University, Hyderabad |
| Intermediate | 2014 | CommerceEconomics Civics | Board of Intermediate Education, Hyderabad |

**Additional Qualification:**

Diploma in Computer Application (DCA) Desktop Publications (DTP)

### Declaration:

I hereby declare that all information above mentioned true and correct to the best of my knowledge and belief.

### PRANITHA