

AROGIYA JANIFER

Apex Court, Flat 1704, Saini Chowk, Sector-12, Greater Noida, Pin Code: 201308
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Professional Summary

Motivated and results-driven professional with over 8 years of experience in customer service, MIS operations, and business development. Adept at handling client communications, CRM tools, AI-powered automation, and process improvements. Proficient in ChatGPT and AI tools, with proven expertise in targeting brands, delivering API demos, lead generation, and managing customer support.

Key Skills

- Customer Service & Live Chat Support
- Business Development & Lead Generation
- CRM Handling & Email Communication
- MS Office (Word, Excel, PowerPoint)
- Quality Analysis (7 QC Tools, Root Cause Analysis)
- Team Training & Manpower Handling
- AI Tools (ChatGPT, Automation Platforms)
- Brand Targeting & Insights
- Email Marketing & WABA API Demo

Professional Experience:

Ispark Dataconnect Private Limited – Sales & Marketing Executive

Jan 2025 – Present

- Conduct in-depth research on target brands to identify insights and pain points.
- Build and manage email marketing lists tailored to potential client segments.
- Deliver Business API product demos to prospective clients.
- Execute brand targeting strategies and lead generation campaigns.
- Leverage AI tools, including ChatGPT, to enhance marketing efficiency and communication.

iEnergizer– Airtel LM Process – Customer Service & Lead Generation Executive

Jun 2024 – Jan 2025

- Managed inbound calls to assist customers and generate leads.
- Handled customer complaints and provided solutions based on concerns.
- Maintained CRM records and updated customer interaction logs.
- Provided detailed assistance and support via call-based communication.
- Handled customer inquiries via email and CRM.

Teleperformance (Zomato Process) – Live Chat Agent

Oct 2022 – Dec 2023

- Respond to customer inquiries via live chat with real-time resolutions.
- Manage inbound calls/chats and provide end-to-end support.
- Maintain high levels of customer satisfaction in alignment with SOPs.

SBI Life Insurance Co. Ltd. – Life Mitra (Advisor)

Mar 2022 – Sep 2022

- Provided insurance and financial advice tailored to customer goals.

- • Built and maintained strong client relationships.

Motherson Sumi Systems Ltd. – MIS Team (Computer Operator)

Jan 2018 – Feb 2022

- • Monitored production targets and schedule adherence.
- • Conducted time studies and line balancing to improve productivity.
- • Led training for new associates and ensured quality compliance.
- • Performed defect analysis using 7 QC Tools and implemented corrective actions.

Education

- • Graduation (Pursuing) – Amity University
- • 12th & 10th – CBSE Board
- • Diploma in Computer Applications ('O' Level) – L.B.S.T.I

Certifications & Achievements

- • MSIL Award – Quality Circle
- • QCFI Award – Quality Circle
- • ACMA & SMG Awards
- • 7 QC Tools & Quality Circle Training – QCFI

Personal Details

- • Date of Birth: 2nd May 1993
- • Nationality: Indian
- • Marital Status: Unmarried
- • Languages Known: Hindi, English, Tamil
- • Hobbies: Exploring new things, gardening, traveling

Declaration

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

Place: Noida

Date:

Signature:

AROGIYA JANIFER