

Arbiya Baig

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9513259173

CAREER OBJECTIVE

Seeking a challenging and progressive career using my professional, skills and creative thinking to gain future exposure, strengths and Experiences.

EXPERIENCE

Apr-2021 - Jul-2022

Supr infotech

SME

Social media escalations responsibilities :

Responsible for managing escalations relating to products or services, handling problem tickets, and providing feedback to upper management regarding customer issues.

Inside sales responsibilities :

Communicating with customers.

Making outbound calls to potential customers.

Developing new leads.

Creating and maintaining customer database.

Understanding customer needs.

Explaining product features and benefits.

Closing sales and achieving quotas.

Jan-2019 - Apr-2021

Zedesco

Tech Support

Assist customers during software releases, including answering questions and general systems support when necessary

Coordinate with other Support Specialists to assist with calls and take over when dealing with a challenging customer concern or request

Solve over 90% of Level 2 customer support tickets

Answered clients' questions regarding current and previous software releases

Provided assistance for customers regarding basic hardware, external software, and network connection issues

EDUCATION

Degree/Course
SSLC
PUC
DCA

STRENGTHS

- Detail-Oriented.
- Multitasking.
- Team work.
- Effective Communication.

HOBBIES

Travel freak , Foodie.

PERSONAL DETAILS

Address	#20 , 3rd Floor 6th main 1st A cross road , BTM Layout, Bangalore 560029 Bengaluru, Karnataka, 560029
Date of Birth	10-06-1998
Gender	Female
Nationality	Indian
Marital Status	Single
Languages Known	English, kannda, Hindi and Urdu

DECLARATION

I hereby declare that all the details furnished here are true to the best of my knowledge and belief.

