
SAKSHI CHOPRA

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Summary

Over all 7 years of professional experience in the field of Customer Care Representative and Quality Analyst. Service oriented attitude and a good team player. Good communication skills and good command over spoken & written English. Experience of working independently and using own initiative to resolve issues with minimum guidance. Experience of managing a diverse and continuously changing workload. Results driven, highly motivated individual with strong organisational abilities who enjoys the challenge of an innovative environment working to meet deadlines and targets. A keen and enthusiastic worker with a successful track record. Proactive, self-motivated and independent professional. Punctual, disciplined and energetic employee with ability to work gracefully under tremendous work pressure.

Work experience

July 2014 - Sep 2016

Call Center Agent cum Verification Author

2GIS Advertising LLC - Dubai

- Work with database of commercial organization.
- Increase number of organization in existing database.
- To make outbound call for verification before updating information on city map.
- Need to inform about the map of Dubai which helps to create positive image of the company.
- Working with Google Docs.
- Implement all correct records on IR software.
- Verify calls and category for good results on Dubai Map.
- The list of category improvement if found any error.
- Transferring information to GIS Specialist in case any inconsistencies are found on the map.
- Communicating and upholding all company policies, rules and procedures.
- Work at the company's presentation stand mount.
- To support SALES team, need to fix appointment for sales consultants with clients.
- Follow up with sales team and from clients regards to check about the meeting verification & status.

July 2012 - March 2014

Customer Service Team Member

Arcis India LTD

- Understanding customer needs & recommending suitable product/brand.
- Selling product to customers as per their requirement.
- Up selling/ Cross selling, where necessary.
- Achieving sales target with regard to the process.
- Interacting with customers, including providing information & overcoming objections.
- Maintaining general cleanliness, hygiene standards and visual displays.
- Implementing CRM at the process level and providing relevant feedback.
- Communicating and upholding all company policies, rules and procedures.
- Generate good rapport building on call through active listening.

Jan 2012 - July 2012

Customer Care Representative (International TSG)

Quattro Global Services Ltd.

- Receive inbound calls from participants with regards.
- Answer participants questions as well as question participants to obtain full understanding of what information is being requested.
- If any concern found on computer of participants then we take remote control of system and fix all the errors if found any.
- Proactively inform the participants if require to download any software on system.
- Documents all calls with regards to participants inquires accurately using Call Tracking System.
- Manage length of calls with quality customer service.

Sep 2010 - Jan 2012

Quality Analyst

Spanco

- Auditing customer interaction of the agents and giving feedback on call quality.
- Actively participating in new hires process Certification.
- Helping team leads to improve team quality scores.
- Conducting pre and post team briefing.
- Conducting Quality Session & Refresher Training for new hires and exiting team.
- Sharing weekly and monthly quality score trends with the process owners.

Aug 2009 - Sep 2010

Customer Care Representative

Spanco

- Receiving all incoming call from all over the India.
- Coordinates and transfer of information between caller and client through phone.
- Ensure that up to date latest schemes or promotion inform client through phone.
- Answer participant questions, as well as question participants to obtain full understanding of what information is being requested.
- Sell skin product accordingly customer demand.
- Coordinate day by day to our team leader.
- Ensure timely flow of incoming call.
- Document all calls with regards to participant inquires accurately using Call Tracking System.
- Place orders on daily basis as per the media.

Skills

Packages: MS-Windows, MS-Word, MS-Excel, Outlook and Internet

Problem Solving

Fast Learner

Office Administration

PC Fundamentals, Windows

Education

2010 - 2012

Graduation in B.Com

Delhi University

Certificates

- Received a certificate for successfully completed the basic of product knowledge & confirmation.
- Received a certificate of Completion for successfully completing the Qresolve Training.
- Received a certificate of Quarter Quality Champion.
- Received a certificate of Appreciation Awarded for a commendable performance in Quality as an analyst.

Languages

- English
- Hindi
- Punjabi