

AARTI BIRAJDAR

OBJECTIVE

Create value for my prospective employer through my dedicated and diligent efforts.

EXPERIENCE

◦ Concentrix

30/12/2019 - 02/08/2020

Customer Associate (contractual)

- Maintained business satisfaction with advance strategies focused on addressing customer needs and resolving concerns.
- Owned weekly call volume of up to 300 customers.
- Provided technical support to the businesses facing technical issues.
- Cheerfully went above and beyond to resolve concerns, resulting in a 90% customer satisfaction score.

◦ Capita

22/10/2021 - 21/05/2022

Customer Care Management (contractual)

- Reviewed escalations and worked on them. efficiently
- Raised tickets for the issues which weren't resolved for a long time.
- Reviewing customer accounts and transactions while resolving concerns, maintaining a positive customer relationship.

◦ Concentrix

1/12/22 - Current

Sr Technical Advisor B2B

- Configuration and troubleshooting in response to supplier production requirements.
- Test, organize and report the progress of on-going supplier
- Provided Support to application .
- Helping connect OTA platforms, Google seo, and connect Marketplaces.
- Follow ups on the issues that have remained unresolved for a long time.

EDUCATION

CONTACT

@ aartib00000@gmail.com

📞 7264873291

📍 Flat 204, alif towers, ganaryaa society, somnath nagar, Vadgaonsheri, pune

SKILLS

- • Inbound and Outbound Calling.
- Customer Complaint Resolution.
- Quality Management. • Operation and Control. • Sales and Marketing.
- Troubleshooting skills. • Customer Satisfaction.
- Computer Skills MS Office/Excel/ PowerPoint/Word

INTERESTS

- • Travel, Long distance cycling

LANGUAGES

- • English • Hindi • Marathi • Kannada

- **Indian Model School (Cbse)**

2014-2015

SSC

8.6 cgpa

- **Nk Orchid Jr College**

2017

HSC

58.88%

- **Garware College Of Commerce**

2021

BBA IB

70%