

MANYA ARORA

Goal driven, versatile with a unique combination of strong analytical skills, interpersonal skills and project management experience seeking a leader position as i do have a good leading skill. A self-motivated, highly passionate, result oriented young energetic with great respect for people process and innovation, have led by example known for clear thinking, flawless execution, good team leading and unyielding integrity. A go getter with a "Can Do" attitude, excellent analytical and communication skills.

EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

I-ENERGIZER- APR 2024 - JAN 2025

- Taking inbound calls
- Resolving issues regarding products and services
- Maintain high level of professionalism at all times

SALES AND CUSTOMER SERVICE EXECUTIVE

AMAZON (WORK FROM HOME)- SEP 2023 - MAR 2024

- Handle customer complaints with Empathy
- Provide accurate and complete information to customer by using right tools
- Attend training session and team meetings to enhance skills and knowledge

CUSTOMER SERVICE EXECUTIVE

VERTEX COSMOS (WORK FROM HOME)- AUG 2021 - AUG 2023

- Receive call and emails from customer and clients
- Handle the most complex customer complaints and queries
- Identify and escalate issues to supervisor on the call
- Provide product and service information to customers

EDUCATION

- St. Anns Convent School - Secondary School
- BSM College Of Engineering - Bachelor of Commerce

SKILLS

- Strong Communication
- Problem Solving
- Project Management
- Hospitality
- Computer Literacy
- Strategic Planning

Karma Staff