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| A picture containing person, person, sky, outdoor  Description automatically generated |  | Pooja  Web Developer |
| Profile Experienced operations with a demonstrated history of working in the outsourcing/offshoring industry.Skilled in Negotiation, operations management, Coaching,Sales and having amazing communication skills. Contact PHONE:  437-247-2945  WEBSITE:  Website goes here  EMAIL:  Pooja.turan97@gmail.com Hobbies Reading  Travelling  Cooking |  | EDUCATIONConestoga College Sep 2019 – Dec 2020  Post secondary diploma in web designing and developement Panjab University July 2015 – Dec 2018  Bachelors of Science (Information Technology) WORK EXPERIENCEPetro-Canada ,ON( Guest Service Representative) Dec2019–till now   * Maintaining a positive ,emphatic and professional attitude toward customers at all times. * Acknowledging and resolving customer complaints.  eClerx Services Limited,India (Customer Operations-Analyst) June 2018–July 2019   * Specialized in providing expertise and process excellence throughout the customer journey. * Analyse and verify customer accounts as per available data * Take appropriate steps to resolve customer issues and provide feedback to prevent similar issues from occurring in the future * Troubleshoot technical issues related to customer’s services * Serve as a subject matter expert o client’s business rules, customer interaction policies and support tools  **SKILLS** |