**KumariPuja Gurgaon**

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**OBJECTIVES:**

To enhance the degree of knowledge through interaction with professionals by following the principles of learning with the objective to develop organizational insights, proficiency and creativity required in the present corporate scenario**.**

**SKILL SETS:**

**Network communication, Excel -h look -up ,v look -up ,pivot table ,problem solving, leadership, creactivity, collaboration talent , customer service,time management**

**Professional Summary:**

* Hands on experience in sr. customer representative for Magic Bricks, working as sr. representative,operation in concentrix for Amazon Germany .
* Have worked in as Business Analyst for Instant pvt.ltd ,analyse the structure of business,how it uses technology and what its goals are
* Proficient in communicate with senior people in organisation to find out they hope to achieve
* Worked on to formulate the ways for business to improve,based on previous research
* Proficient in customer support representative to deal with clients and customers
* Expertise in managing relationship between clients and company and handling business for company
* Experienced in troubleshooting for German customers and Indian customers
* Created reports for the company using data and Excel documents

**Employment Summary:**

|  |  |  |
| --- | --- | --- |
| **Company Name** | **Designation** | **Start date – End date** |
| Cursive outsourcing  Magic Bricks  Instant Magic Pvt ltd Concentrix  whiteHat Jr | customer support  customer relationship officer Business analyst Sr.Representative,operations  Sales Manager | 01-Jan-2018-25-April-2019  06 - June -2019 -30 - Nov-2019  08-sep-2020-30-March-2021  18-May-2021-21-Dec-2021  28-Dec-2021- till date |

**Professional Career June 2019 – Nov 2019**

**Employer: Magic Bricks Client:** Dometic process

**Role:** customer Relationship officer

**Description:Handling calls ,Emails ,troubleshooting ,problem solving via calls and Emails,Responding promptly to customer inquiries,Acknowledging and resolving customer complaints.**

**Responsibilities:**

* Take ownership of customer issues
* Troubleshoot problems and see them through to resolution.
* Escalate unresolved issues to the appropriate internal teams
* collect prompt and accurate feedback from customers.
* Document knowledge in the form of solution articles
* Master the use of a Helpdesk software.

**Employer:** Instant Magic Pvt.ltd **Project:** Business Development **Client:** Domestic

**Role:** Business Analyst

**Description:**

Worked with organization to help them improve their processes and systems.Conduct research and analysis in the order to come up with solutions to business problems and help to introduce these systems to business and their clients.

**Responsibilities:**

* Negotiate and liaise between business teams,technology teams ,an support teams.
* worked with users and stakeholders to analyze and validate requirements.
* Manage project through status meetings,weekly reports ,identifying risks,and tracking issues.
* Financial analysis and modeling, Defining project scopes and modeling.
* Prepared business models ,flowcharts,and diagrams

**Employer:** concentrix **Project:** Amazon.De **Client:** Germans

**Role:** Sr.Representative ,operations

**Description:**

Identify and assess customers needs to achieve satisfaction,Handle customers complaints,provide appropriate solutions and alternatives with the time limit;follow up to ensure resolution.

Keeping Records of customers interactions ,process customer accounts and files documents Follow communications procedures,guidelines and policies.

**Responsibilities:**

* Take ownership of customers issues.
* collect prompt and accurate Feedback from customers.
* Build sustainable relationship and trust with customer accounts through open and interactive communication
* Provide accurate ,valid and complete information by using right method/tools.
* Take extra mile to engage customers
* Identify and assess customers needs to achieve satisfaction
* Manage large amounts of incoming calls and revert back via Emails.

**Additional Qualification:**

* certification in training program on Railnet from Railways ,Jaipur
* Pursuing Digital marketing from online portal to improve professional skills.

**cursive outsourcing-**Works as relationship manager for more then 2 years.

**Professional Qualification**

* B. Tech in Electronics and Communication Engineering from Rajasthan Technical University, Kota with an aggregate percentage of 70.07%.

**Academic Qualification:**

CBSE (12th board- CBSE) from ST Joseph Public School MSV Samastipur , Bihar with an aggregate percentage of 74%

* CBSE (10th board- CBSE) fom Kendriya Vidyalaya Hajipr, Bihar with an aggregate percentage of 60%