

Shabnam Ansari M

Customer Care Representative



ansarishabnam500@gmail.com



9414453551



AHMEDABAD, INDIA

SKILLS

Ability to deal with customers using excellent interpersonal communication skills.

Teamwork, multitasking and provide support when needed.

Ability to handle a team.

Having positive attitude to learn something new and implement.

LANGUAGES

English
Full Professional Proficiency

Hindi
Native or Bilingual Proficiency

INTERESTS

Sports

WORK EXPERIENCE

PHONE SUPPORT

TTEC

10/2016 - 09/2018,
Achievements/Tasks

- Used to take inbound calls & received top performance of the month.

EMAIL SUPPORT

TTEC

10/2018 - 07/2020,
Achievements/Tasks

- Worked for eBay North America & eBay United Kingdom for claims department & resolving customer queries.
- Received Ttec Rookie Award & Best Performer Award for achieving targets beyond the set targets

TEMP TRAINER

TTEC

08/2020 - 07/2021,
Achievements/Tasks

- I have trained new hires for product knowledge of eBay Australia department.

SUBJECT MATTER EXPERIENCE

TTEC

August 2021 - September 2022
Achievements/Tasks

- Resolving issues fording partners with the ongoing queries for eBay United Kingdom

CHAT PROCESS

TTEC

October 2022- December 2022
Achievements/Tasks

- Handling chat for customer's for any product related query and resolving their issues.

EDUCATION

Bachelor of Technology in Computer Science (69.02%)

Modi Institute of Technology, Kota.

08/2012 - 05/2016,

H.S.C (67.2%)

AECS Rawatbhata

2012,

S.S.C (8.2 CGPA)

AECS Rawatbhata

2010,