

PRIYA RAJORIYA

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SUMMARY

- Dedicated Associate with experience working in fast-paced environments with diverse groups of individuals.
- Resourceful Associate dedicated to mentoring and educating new team members on company policies and procedures. Driven to provide customers receive highest level of care within business environment.
- Responsible Customer Support Associate, passionate about delivering outstanding quality and service. Offering 6.5 years of experience in industry with history of recognition for performance e.
- Productive employee with proven track record of successful project management and producing quality outcomes through leadership and team motivation. Works with clients to determine requirements and provide excellent service.
- Motivated Associate with 6.5 years of progressive experience. Energetic self-starter and team builder. Navigates high-stress situations and achieves goals on time and under budget.

EXPERIENCE

Chat Associate

TTec - Ahmedabad,India

- Listened to clients to identify requirements and prepare accurate tickets for further action.
- Attended regular training to enhance performance and expand knowledge.
- Attended to incoming enquiries within target timeframes.
- Remained calm under pressure to handle customer complaints and solve problems.
- Dispatched or escalated tasks to appropriate departments for swift resolution.
- De-escalated negative correspondence to achieve positive outcome.
- Collected and updated accurate customer information to generate meaningful insights.
- Met demands of high-volume customer enquiries and exceeded performance targets.
- Established positive rapport with customers through various channels.

SKILLS

- Variances reporting
- Client liaison
- Strategic communications
- Customer interaction
- Status and progress reporting
- Oral communication
- Meeting planning
- Social media knowledge
- Slack
- Data confidentiality
- Database maintenance
- Schedule management
- training completion

EDUCATION

- 10th passed from CBSE Board (2010) - Shanti Niketan Montessori School - Hoshangabad, (MP)
- 12th passed from CBSE Board (2012) - Shanti Niketan Montessori School - Hoshangabad, (MP)
- Bachelors of Engineering: Electronics and Communication (2016) – TIT College, Bhopal (MP)

ACHIEVEMENT & ACTIVITIES

- Certificate on Embedded System(AVR)
- Certificate of National Level Science Talent Search Examination.
- Certificate of National Handwriting & Colouring Contest.
- Certificate of Understanding Planet Earth Science Exhibition.
- Won many prize during School & College years in sports, cultural activities, Annual function.