



OBJECTIVE	I am currently looking for a full time position in an environment that offers a greater challenge, increased benefits for my family, and the opportunity to help the company advance efficiently and productively.		
EXPERIENCE	TELEPERFORMANCE, (INT)	18/12/2023 - 1/04/2025	
	<b>Senior Assistant Support Associate</b> <ul style="list-style-type: none"><li>As a assistant support specialist, I have worked in blended process.</li><li>Responded to customer queries via phone, email, and chat in a timely and professional manner.</li><li>Resolved customer complaints and provided appropriate solutions to ensure customer satisfaction.</li><li>Escalated unresolved issues to the appropriate departments or supervisors as needed.</li><li>Ensured a positive customer experience by demonstrating empathy, patience, and strong communication skills.</li><li>Achieved and exceeded customer satisfaction targets and service quality metrics.</li></ul>		
	IENERGIZER (NOIDA SEC-60)	08/10/2022 - 04/06/2023	
	<b>Customer Service Associate</b> <ul style="list-style-type: none"><li>Resolve customer complaint via call and mail and escalate the issue, arrange the field visit if required.</li><li>Ensure the customer satisfaction</li><li>Resolved the technical and financial issues.</li></ul>		
EDUCATION	AXIS COLLEGES (CSJM UNIVERSITY)	2022	
	Bachelor of Computer Applications Grades - <b>72%</b>		
	SHARDA VIDYA MANDIR INTER COLLEGE	2018	
	Intermediate Grades - <b>82%</b>		
STRENGTH	Time management & Adaptability Active listening & Patience Skill Punctual & Self optimistic		
SKILLS	Basic Knowledge of Computer , Ms.excel,Typing Speed 30 wpm,		
HOBBIES	Listening Music & Singing Painting Yoga & Meditation		
ACHIEVEMENTS	Awarded top 10 scorer in high school Won an award in singing competition		
DECLARATION	I "Arpita Sengar" hereby declare that the work experience details in my resume and other applications document are accurate true to the best of my knowledge.		