# Roshni Rajani

## Contact

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- ☎ 9509765149
- ⚲ Jaipur, Rajasthan

## Personal Details

- Date of Birth   :   13/07/1997
- Nationality   :   Indian
- Marital Status   :   Single

## Skills

| | |
|---|---|
| MS- EXCEL | 100% |
| MS- WORD | 100% |
| Multi Tasking | 100% |
| Team work | 100% |

## Language

- Hindi
- English

## Objective

I want to achieve a challenging and creative position by using my interpersonal skills, analytical thinking, hard work and determination to contribute in the growth of the organization.

I'm sincere, focused and hardworking individual who is capable of adapting to the process at quickest. I'm looking forward to use my creativity and experience and skills to explore the various fields. I want to grow and create best possible outcomes for all my endeavours.

Strong communication and leadership skills, with the ability to work effectively in a team- oriented environment. Possessing a strong work ethic and ability to meet deadlines, while consistently delivering high-quality results. Results-driven and dedicated to achieving success for both the company and clients.

## Experience

- **Cabs Factory**                                        10/01/2021-18/01/2022
  E-COMMERCE EXECUTIVE

  Handling E-commerce Website Site Etsy, Ebay, Flipkart And Meesho. Uploading Silver Jewellery Product On All These Sites.
- **Teleperformance**                                        22/03/2022-Present
  CUSTOMER CARE EXECUTIVE

  Handling of email questions from Loyalty program members and guests pertaining to their account and reservations.

  Chat associate – Handled customer queries via chat to address account questions and grievances.

  Escalation queue management – handled 2nd level escalation cases from customer and provided FCR.

  Housing desk agent – handled inquiries from insurance companies regarding new reservations, modification and billing concerns. Outbound Phone calls to properties and insurance companies to resolve the billing and extension questions.
  Trainings in compliance, Customer success and Learn.

## Education

- **Seedling Public School**

  10th CBSE BOARD Year 2013
- **Seedling Public School**

  12th CBSE BOARD Year 2015
- **Kanoria P G Mahila Mahavidyalaya**

  B.Com Year 2018

Roshni Rajani