**JYOTI KISKU**

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| **ACADEMIC QUALIFICATION** | | | | | |
| **Year** | **Course/Board** | | **Institute/School** | | **Percentage/CGPA** |
| 2013 | B.Com. (Banking) | | Banaras Hindu University | | 65 |
| 2009 | Intermediate (Commerce) | | UP Board | | 59 |
| 2007 | High School | | UP Board | | 45 |
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| **WORK EXPERIENCE** | | | | | |
| **Pinkerton Pvt. Ltd.**  **Report writer**  **Sept’19– Mar’20** | | Maintain high standers, effective and efficient client reports.  Follow up client’s reports where necessary to submit on the urgent basis.  Working in a queue/pool of delinquent reports allocated or assigned by Team Leader.  Execution of strategies to bring down the bucket balance to meet monthly target.  Identify and escalated priority issues according to standard operating procedures. | | | |
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| **Concentrix**  **Service Executive**  **Sept’18 – Nov’18** | | Maintain a high standers of personalize, effective and efficient client and customer service.  Handle numbers of calls/contacts and follow up on customer’s commitment to pay.  Generating PTP for the portfolio follow up on premises to ensure payments are received.  Answer all inbound calls, handle customer queries telephonically.  Manage and resolve customer complaints, provide product and service information to the customer.  Enter new customer information into system, update existing customer information.  Follow up customer calls where necessary for process, orders, forms and application. | | | |
| **POSITIONS OF RESPONSIBILITY** | | | | | |
| Arya Mahila PG College (BHU) | | | | | |
| **Sports Participation** | | Secured 1st position in 2012 and 2013 in carom competition among 5 department teams. | | | |
| **Management Fest, 2010-2013**  **Convener**  **Dancing Diva** | | Organized ‘**Best Manager’ 2012**, inter college competition in Arya Mahila PG College.  Organized ‘**Best Manager’2013**, inter college competition in Arya Mahila PG College.  Organized ‘**Dance competition’** in 2011, 2012 and 16 Teams Participated in **Dancing Diva**. | | | |
| **AWARDS AND ACHIEVEMENTS** | | | | | |
| * Secured 2nd prize in Essay writing competition on Mahatma Gandhi at College level in 2012, among 250 students. * Secured pole position in Essay writing competition organized by Banaras Hindu University in 2014 among 200 students. | | | | | |
| **ACTIVITIES AND INTERESTS** | | | | | |
| * Dancing * Traveling  |  | | --- | |  | |  | | | | | | |