

RESUME

Fatima Bano

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CAREER OBJECTIVE

- *To achieve a position in a results-oriented company, where acquired skills and Education will be utilized toward continued growth and advancement of company's success and mine.*

COMPETENCIES

- Sincerity, commitment and hard work, along with a positive attitude and jovial nature.
- Ability to get along with people and interacting with them - Team player.
- Conceptual and analytical skills.
- Eager to learn New Process, Tools and Technology.

ACADEMIC CREDENTIALS

- Pursuing masters in social work from IGNOU.
- Graduate in B.com from Mahatma Gandhi Kashi Vidyapeeth in 2019.
- Intermediate passed from U.P Board in 2014.
- High School passed from U.P Board in 2012.

EXPERIENCE

Niftel Communication Pvt. Ltd.

Customer Support Executive – (UK scheme, Claims and Insurance) (Voice)
And (Audit Executive) from 16 August 2021 till 31 May 2023

RESPONSIBILITIES

Outbound calling regarding UK Insurance, Claims and Scheme, Product Suggestion, Lead generation, Service questions and general client concerns and maintaining a high level of professionalism with customers and working to establish a positive rapport with every caller. Providing clear and accurate information to the customers.

TECHNICAL SKILLS

- Well versed MS Excel, MS Word, MS Powerpoint.
- Efficient in Internet and Basic Computer Applications.

ACHIVEMENTS

- Always been in the list of top performs in the previous company.
- I got a certificate of participation as a volunteer of community service from NGO.
- Short story published in the school paper.

PERSONAL DOSSIER

Date of Birth : 27th May, 1997

Languages : Hindi and English

Nationality : Indian

References : Available on Request

Declaration:

I hereby declare that all the above information provided by me is correct to the best of my knowledge and belief.

Date:

Place: