

**Richa Mishra**

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**Phone :9262306773 / 8709567137**

Seeking a position in a reputed industry to, showcase my skills, loyalty, hard work, dependability and positive results working individually or in a team environment.

## PROFILE SUMMARY

- *B.A (Hons.) In English From Vaishali mahila collage (BRBU University)*
- Worked at **Teleperformance India (Jaipur)**.
- Expertise at Responsible for interacting with the clients and solving their queries.
- Maintaining the records of customer interactions and follow up with the clients.
- A go-getter with strong communication, coordination & networking aptitudes
- Ability to deal professionally with a number of external and internal customers.

## ORGANISATIONAL EXPERIENCE

**Teleperformance India.**

**(Dec'17-Feb'19)**

### Key Result Areas:

- Identified and evaluated opportunities improving the process and customer experience.
- Assisted the sales team for incoming requests for new services.
- Analyzed customer needs and made arrangements adhering to company policies.
- Prepares daily reports on the daily activities of Customer Care team.

## ACADEMIC DETAILS

2019	B.A (Hons.) In English from BRBU.
2014	Senior Secondary from BSEB.
2012	Secondary from BSEB.

## IT SKILLS

### INSIGHT KNOWLEDGE OF:

- MS Office
- MS Excel
- MS PowerPoint
- Tally

## HOBBIES & INTEREST

- Listening Music.
- Sketching.

## PERSONAL DETAILS

Father Name:.	Mr. Manish Kumar
Date of Birth:	15 <sup>th</sup> December 1997
Languages Known:	English & Hindi
Nationality:	India
Marital Status:	Single
Mailing Address:	Village + Post - Ghataro, Vaishali Bihar- 844119.