

CURRICULUM VITAE

Rekha Chaudhary

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CAREER OBJECTIVE

I am highly motivated and progress-focused Customer Experience Officer with a long-standing background in this Industry. With a track record of initiative and dependability. I believe will prove valuable to the company.

PROFESSIONAL QUALIFICATION

- Completed 10th from UPSC Board in 2012 with 1st division.
- Completed 12th from UPSC Board in 2014 with 1st division.
- Completed Graduation in Bsc from University of CH. Charan Singh University in 2018 with 1st division.
- Basic computer knowledge of MS Office, Excel, PowerPoint, etc.
- Typing speed 30 W.P.M.

WORK EXPERIENCE

1. ADROIT Global Personnel Services Private Limited. - 03-05-2021 to 30-08-2023; Associate (Customers Executive Officer), IDFC First Bank.

- Manages large amount of customer interactions over email and calls on a daily basis & in a timely fashion.
- Product understanding – so that I can assist customers thoroughly to resolve their issue via email and call.
- Identifying customer needs, clarify information. Researching every issue and provide solutions and/or alternatives.
- Understanding customer's pain points and highlighting their feature request to improve the product.
- Building sustainable relationships and engaging customers by taking an extra mile.
- Keeping records of all conversation in our database (tool) in a comprehensible way.
- Providing solutions to different problems faced by the customers by using different internal tool, coordinating with internal teams.

- Catering to PNO escalations adhering to all the products, which are being forwarded to the PNO office from borrowers/customers pertaining to IDFC First Bank by drafting appropriate drafts and liaising with the concerned team.
- Liaising with different departments of the bank across PAN India through operating various tools and softwares for high ageing and critical escalations.

2. CYFUTURE India Private Limited -Customers Executive Officer as a Backend Executive at Registrar office in, Noida. (Joined on 9th August 2019)

- Handling Customer complaints over emails.
- Process the request of any type of documents/services needed as per customer requirement.
- Maintain SOP for all the task.
- Focus on quality of work and documentation of the action as well.

Skills For Which I Raised My Bar Levvels

- Time management.
- Goal oriented.
- Basic skills microsoft excel and word.
- Responds well under pressure.
- Qick and enthusiastic learner
- Good team player.

PERSONAL DETAILS

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|---------------------|-----------------------------------|
| • Date of Birth | : 10 th Feburary, 1997 |
| • Permanent address | : Surajpur, Greater Noida, 201306 |
| • Sex | : Female |
| • Marital Status | : Single |
| • Language known | : English and Hindi |
| • Interest | : Browsing, Reading, Travelling. |

DECLARATION

I hereby declare that all the information given here is true to the best of my knowledge and belief.

DATE:

REKHA CHAUDHARY