

## **RESUME**

Reethu Kumari  
Mobile: 9346045425

Email: [reethukumari229@gmail.com](mailto:reethukumari229@gmail.com)

### **Career Objective:**

I strive to continuously expand my knowledge of industry trend and best practices, while consistently delivering exceptional results and exceeding expectation. Ultimately, my aim is to contribute to long-term success of organization while achieving personal and professional growth.

### **Organizational Experience:**

Organization	Designation	From	To	Experience
Q Conneqt Business Solutions	Customer Service Associate	01-12-2021		Till Date

### **Educational Qualification:**

Course	School/College/University	% Of Marks	Year of Passing
Masters of Business Administration (HRM)	Omega PG College	70%	April-2023
B.Com (Computers)	Megha Women's Degree College	90%	May-2021
Intermediate	Megha Junior College	89%	April-2018
S.S.C	Krishnaveni Talent School	9.0 GPA	March-2016

### **Job Responsibilities of Q Conneqt Business Solutions.**

#### **Major Responsibilities:**

- Handling inbound and outbound calls from credit card customers.
- Providing assistance with credit card inquiries, issues, and concerns. Use the customer's transaction history to offer tailored solutions and suggestions.
- Offering information about credit card products, features, and benefits to retain the customer.
- Resolving customer complaints and disputes related to credit card transaction decline.
- Handling inquiries about credit limit increases or decreases and guiding customers through the process.

- Addressing issues related to lost or stolen credit cards and initiating card replacements.
- Assisting customers in understanding their credit card statements and transaction histories.
- Adhering to data security and compliance standards to protect customer information.
- Identifying opportunities to offer additional credit card products or services based on customer needs.
- Identify potential issues early and address them proactively before they escalate.
- Provide swift and effective solutions to customer complaints and concerns.
- Educate customers about loyalty programs, rewards, and benefits associated with their credit cards.
- Identify high-risk customers who might be considering canceling their credit cards Implement targeted retention campaigns to persuade these customers to stay.
- Reverting the mails regarding credit card retention.
- Handling Level 2 resolving issues related to credit card.
- Handling MD Escalations related to credit card cancellation.
- Handling RBI and Nodel escalations related to credit card cancellation.
- Closing the Electronic customer relationship data.
- Perform other related duties as assigned.

- Excellent verbal and written communication skills
- Strong customer-centric approach with a focus on delivering exceptional service.
- Skilled in identifying issues, analyzing root causes, and providing effective solutions.
- Able to prioritize tasks to meet deadlines and maintain service levels
- Quick learner who can adapt to changing processes, systems, and industry trend

Name : Reethu Kumari  
Daughter of & Address : Late. Nagender Sharma  
Shah Enterprises plot no C-9/2, IDA  
Uppal, Hyderabad, Telangana - 500039.  
Date of Birth : 22-09-2000  
Gender : Female  
Marital Status : Single  
Languages known : English, Hindi, Telugu & Bhojpuri.

I hereby declare that the information provided above is true and correct to the best of my Knowledge and belief.