Darshana Singh Jyotiyana
Contact No.: - +91-9587678781
E-mail: - darshnasinghjyotiyana@gmail.com

OBJECTIVES

I aspire to join a reputable and well-managed organization, where I can apply my knowledge and skills to take on challenging and growth-oriented responsibilities. I am dedicated to continuous learning, cooperation, and teamwork.

CUSTOMER SERVICE PROFESSIONAL

I bring over 5 years and 3 months of successful experience in the Customer Service sector with a focus on Knowledge Process Outsourcing (KPO).

Technical Skills:
- Programming Languages: Java, PHP, C, C++
- Operating Systems: Windows XP, Linux, MS-DOS
- Web Designing Languages: HTML, CSS, JavaScript
- Software: Microsoft Office

Work Experience:

GENPACT (Aug 2015 - Oct 2016)

- **Designation**: Process Associate (Operations)
- **Responsibilities**:
  - Processed loan documents for National Australian Bank.
  - Ensured accurate and timely work processing.
  - Assisted customers with inquiries.
  - Participated in client meetings.

Deutsche Bank (Oct 2016 - March 2017)
- **Designation**: Financial Analyst
- **Responsibilities**:
  - Processed audit requests, client letters, and confirmation letters.
  - Provided reports on accounts, loans, and collaterals.

Teleperformance (Sept 2018 – Feb 2023)
- **Designation**: Agent
- **Process**: Amazon US (Chat)
- **Responsibilities**:
  - Supported Amazon vendors with catalogue inquiries via email.
  - Amazon Certified mentor.

Education Qualifications:
- **Master of science in IT Application**
  - MDS University, Ajmer
  - 2016-2018

- **Bachelor of Computer Application (BCA)**
  - Sophia Girls College, Ajmer
  - 2012-2015

- **Higher Secondary Certificate (HSC)**
  - St. Mary's Convent
  - 2011-2012