



Miss. Anjana Verma
customer care executive.
12 years service experience.

Contact Information

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FATHER's NAME : Mr. Pramod Kumar Verma.

PERMANENT

ADDRESS : North East Rabindrapally,
P.O.--nonachanapukur
P.S.—Titagarh, Barrackpore,
Dist—24 Parganas (north),
Kolkata -700122,
State—West Bengal,
Country—India.

Career Objective:

A dynamic professional with having result-oriented approach with around 12 **years** of rich customer service experience across the verticals of Business Operations, After-Sale Service operations. Proficient in managing & leading teams for running successful client servicing, process operations & experience of implementing procedures, service standards for business excellence.

Strong business acumen with skills to remain on the cutting edge; drive new business through conceptualizing strategies, augmenting & streamlining Channel networks, implementing product promotions etc.

Detail oriented with an analytical mind and a positive attitude.

In-depth knowledge of working and dynamics of Products with demonstrated abilities in optimizing product performance and efficiencies.

Significant experience of developing and working with highly technical systems geared towards optimizing Customer Service Operations and Service deliveries.

Personal Information

DATE OF BIRTH : 21st November 1981.
LANGUAGES KNOWN : English, Hindi, Bengali .
HOBBIES : Singing, Writing Poems and Playing Carom Board.
NATIONALITY : Indian.

Experience (12 Years)

- Worked from **10/08/2020 to 30/09/2021** at Gwambo Studio pvt ltd(Indian branch of Degournay..London based interior designing company Ctc – 30k Per Month

Duties & responsibilities—

- Handling Clients query related to Wallpapers,fabrics,porcelains ,furnitures,fabrics.
- Connecting Clients via mail or call according to their query.
- Client registration.
- Sending new products to our Reps.
- End to end follow ups with client & Reps.

- Worked from **05/03/2018 to 13/08/2020** at Vidhikarya Legal Services Ctc – 21k Per Month

- Worked from **10/02/2013 to 15/12/2014** at **Barefoot Resort ,Havelock Andaman & Nicobar islands** as a **Guest Relation Executive**.

Ctc-22 k per month

Duties & responsibilities—

1. Greet each guest as they arrive and give them a personal recognition by memorizing names of the customers or addressing them with the correct salutations.
2. GRO meets and greets arriving guests and bids them farewell as they leave.
3. Reviews the arrival list daily and assists in preparing and distributing welcome amenities.
4. GROs escort VIPs to their rooms and check them in before their arrival.
5. A GRO attends promptly to customers' inquiries, complains and assists them with their needs. Always allows customer to speak first.
6. Logs the day's activities in a logbook to ensure that the next person on duty is familiar with everything that needs extra attention

- Worked from **23/09/2011 to 1/08/2012** at **Wipro, Kolkata** as a **Customer Care Executive** . Ctc-18 k per month.

Duties & responsibilities—

1. Provide prompt and quick resolutions to customer quires.
2. Responsible for customer service, Turnaround within set time frames, Minimize customer dissonance, Optimize charge out and cost per transaction.

3. Monitor customer satisfaction levels and participate in developing improvement plans. Implementation of new negotiated facilities services and programmers.
4. Ensure accurate documentation of customer profiles. Handle written customer correspondence on behalf of operations.
5. Communicate with operations staff on client issues, policy change etc. Maintain customer and vendor databases.

- One year eight months (**12/2009 to 07/2011**) in **Blue Dart Courier Co, Kolkata** as a **Customer Care Executive**.

CTC-12k per month.

Duties & responsibilities—

1. Understanding and resolving customer's query and complains & make customer delight.
2. Handled Customer Queries and complaints regarding domestic and international shipments.
3. Coordinate with other functions to resolve customer's query/complaint.Retention of customers.
4. Tracking of shipments, reporting and coordinating with operations and customers service teams Pan India on a daily basis.
5. Converting sales enquiries into actual business.
6. Monitoring key clients' revenue growth and adding on to the existing customer base by generating sales leads.

- One year three months (**07/2008 to 10/2009**) in **Tirumala Seven Hills Pvt Ltd, Kolkata** as a **Customer Care Executive**.

CTC-15 K per month.

Duties & responsibilities—

1. Manage the initial trial installations of the FTTx system into the customer or business partner's network, including: o Provide customer training and presentations on the architecture of Wave7's FTTx product .
2. Providing support for all customer activities and issues encountered during the installation period.
3. Assist with the development of technical field documentation necessary for customer installations including acceptance test plans.
4. Assist in the Request for Proposals (RFP) process including the development of responses and presentations as required.

- One year two months (**05/2007 to 07/2008**) in **Firstsource, Kolkata** for **ICICI Bank NRI Process** as a **Customer Care Executive (Grade – H2)**.

CTC-12.5 K per month.

Duties & responsibilities—

1. Customer service and support for the client. Resolution of the Customer queries through Web chat/Email.
2. Handling all customer queries, requests and complaints related to online products purchased & sold, network, payment.
3. Reviewing the Loan Application Request for adherence to Internal Guidelines.
4. Sending the Reviewed Loan Application Request to the Credit Manager for Approval.
5. Updating System / database with the details of the Loan disbursed.
6. Reviewing the Repayments with Financial & on confirmation of Payment received in ICICI's account, processing the Release request sheets (i.e. Release of the Lien marked documents).
7. Updating System / Database with the Repayment of loan & release of the Original documents.

Primary KRA :-

Solicitation of NRI products and services. Helping NRI customer in filling up the forms for account opening

Helping NRI customers with the discrepancies clearance when a form lands in discrepancy.

Secondary KRA :-Added responsibility - Sending mails daily to the client with the file number, Checking the number of calls taken by each in the team.

using NICE universe/Query. Updating the daily tracker.

Being a member of the NRI FUN SPOC committee attending the team meetings & sharing valuable innovative ideas to the same.

Initiatives taken :-

Conducting team briefing in case of any new updates that would come.

- Three years (02/2004 to 02/2007) in **Ramakrishna Vivekananda Mission, Barrackpore** as a **Computer Teacher**.

ACHIEVEMENTS / R n R's :-

award for Highest Form Fills.

award for Highest No Of Calls.

award for Highest form Sent.

award for Best Agent.

award for being the Dark Horse Performer.

EDUCATIONAL QUALIFICATION**ACADEMIC QUALIFICATION :**

Examinations	Institution/University	Year of passing	Percentage of Marks (%)	Class or Division
B'com (Accountancy H)	Calcutta university	2002	42.7 %	IIInd div
Higher secondary	C.B.S.E	1999	61.6 %	Ist div
Secondary	C.B.S.E	1997	64 %	Ist div

PROFESSIONAL QUALIFICATION :

Diploma in Computer Application from DOEACC.

Computer Skills :

Completed MS-Office certification course (MS WORD , MS EXCEL & MS POWER POINT) .

DECLARATION :-

I declare that all the information mentioned above is true to the best of my knowledge & if given an opportunity I will dedicate myself to the organization as I believe my profile will grow with the growth of the company.

Thanking you.

Yours faithfully,

Anjana Verma