

DIVYA POONACHA

Seeking a stimulating and challenging role where strong sense of responsibility, productivity and positive attitude would be beneficial and desirable. Where I can contribute my knowledge to the successful growth of the organization with and in turn would improve my personal and professional skills as well.

Contact

Phone
9008016505

E-mail
divyapoonacha27@gmail.com

Skills

Technical Skills

- Certified in Microsoft Office (Word, Excel, PowerPoint, SharePoint, Outlook)
- Certified in Tally ERP 9

General Skills

- Good communication skills (written and verbal)
- Order Management
- Leadership and team building skills
- Team Management
- Quick Learner
- Good learning and problem-solving ability

Languages

English, Kannada, Hindi and Kodava

Work History

2016-2021 Zela Wellness Private limited (Goldman Sachs Bengaluru) Team Lead

- Overseeing the day-to-day operations and efficient functioning of the CSE team.
- Provided coaching and training to the CSE team.
- Recorded and tracked team performance, processes and reports.
- Been the first point of contact when it comes to escalations.
- Served as the lead point of contact for all management matters.
- Responsible for submission of reports in the schedule of work as required.
- Managed equipment related issues and followed up in coordination with relevant department.
- Maintained and managed gym assets, gym stock-monthly verifications.
- Coordinated with vendors and others to ensure center expectations are met.
- Assisted with challenging client requests and issues, escalations as needed.
- Incident reporting and Auditing.
- Ensured complaints are responded and addressed in a timely manner.
- Conducted inventory check on time and updated excel sheet and necessary documents to keep the governance audit ready before the deadline.
- Created various kinds of reports (Daily, weekly and monthly report) to make sure that operation is running smoothly.
- Ensured timely completion and submission of budgeting.
- Confirmed confidential budget reports remained up-to-date for manager.
- Assisted with new hire processing and existing training programs.
- Accepted and processed payments, updated accounts and issued receipts.
- Maintained and managed client's files and database.
- Assisted club manager in running the operation and oversee the center in the absence of club manager.

2012-2015

[24]7.ai (Capital One)

Client Service specialist

- Capital One Financial Corporation is an American bank holding company specializing in credit cards, home loans, auto loans, banking and savings products.
- Interacted with the United States credit card customers through live chat to transact smoothly.
- Answered and resolved customer questions and issues in a prompt and courteous manner by offering thoughtful solutions.
- Provided information about the credit card account, handled customer complaints, feedback and suggestions.
- Taken care of the exceptional customer service for each customer.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Communicated with customers through email and calls regarding account services, statements, and balances.
- Joined as a client service executive, later got promoted as a client service specialist.

Education

B.Com (Bachelor of Commerce)

JSS college for women (Autonomous) University of Mysore.

Declaration

I hereby declare that the above information furnished by me is true and belief to the best of my knowledge.

Place:

Date:

Divya Poonacha