

CONTACT

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OBJECTIVE

I am looking for a challenging job with a rapidly growing organization that can provide me with a range of goals and job objectives within a contemporary and economical business setting.

EXPERIENCE

Oct 2019 - Jan 2022

- **Concentrix**

Senior Customer Service Associate

Joined Concentrix as Customer Service Associate and then got promoted as Senior Customer Service Associate within one year for Amazon UK Message Us (chat process). I also got opportunity to work as a temp Quality Analyst there for 9 months where I managed a team of agents where I would do daily audits, share feedback, track performance, host team meeting, make action plan, encourage and help them to improve their performance and organisation as a whole.

March 2022 - Present

- **Mattsen Kumar LLC**

Quality Analyst

The job includes sales call auditing for PhonePe Insurance and sending voice feedback via Transmon. Here calls are monitored mainly using two forms : compliance form and BAU form. The compliance form includes compliance and zero tolerance parameters like miss selling, call avoidance, etc., And BAU form includes parameters with minor details like call opening, customer connect, call closing, etc. Weekly call calibration is also conducted here where we actively participate and discuss the call findings. Highlights and suggestions for the process improvement are also shared with the client on regular basis.

EDUCATION

2019

- **MJPRU**

B.Com. (Hons)
63%

2016

- **Priyanka Modern School**

Intermediate
62%

SKILLS

- Leadership Skills
- Interpersonal Skills
- Managerial Skills
- Quick Learner

