

Preeti Jaiswal

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Address- S-505, School Block, Shakarpur,
Near Prachin shiv mandir,
Delhi-110092

Objective

Aspiring for a challenging position, one which will make best use of my existing skills and experience and also further my personal and professional development with a progressive and forward-thinking organization.

(Offering 8 + years of experience)

Profile Summary

- ❖ Result oriented and competent professional offering 8 + years of rich exposure in the area of service industry with solid customer success experience.
- ❖ Excellent communicator with exceptional talent for problem solving and ability to handle multiple functions and activities in high pressure environments with tight deadlines.
- ❖ Motivated and goal driven with a strong work ethics, continuously striving for improvement coupled with excellent administrative aptitude with an eye for detail and the commitment to offer quality work.
- ❖ A strong team player, training, guiding and motivating teams of professionals towards maximum productivity with exceptional consensus building, negotiation and interpersonal skills, analytical mind and comprehensive problem detection/ solving abilities.

KEY SKILLS AND COMPETENCIES

- ◆ Customer Service
- ◆ Strong Interpersonal Skills
- ◆ Windows office
- ◆ Effective Communication Skills
- ◆ Multitasking
- ◆ Service industry knowledge

Professional Span

Rario digital pvt ltd, India
Sr. Customer Support executive

Dec'2022 – Sep'2023

Key Responsibilities:

- Responsible for handling customer requests via emails, chats, and outbound calls.
- Coordinated with the Tech, Finance, Marketing teams to resolve the customer's queries.
- Handled issues related to KYC, withdrawal, transactions (sale & purchase), refund, account creation, etc.

Additional Responsibilities (Shift duty manager):

- Assist on any escalation or challenging request.
- Identify the root cause of the mistake.
- Handling inquiries / complaints and providing courteous services to customers.
- Update the escalation in an excel sheet and provide update to reporting manager on every escalation that was handled.
- Prepared Dashboard, CSAT report, Productivity report, Weekly roster

EMAAR MGF Land Ltd. & AERO INFOTECH Pvt. Ltd. (NAMSHI.COM)**Apr'2019 - Dec'2022****Service Delivery Associate****Key Responsibilities:**

- Responsible for handling invalid customer orders that are not getting processed due to invalid payment or incomplete delivery details.
- Coordinating with the Courier partners to ensure on-time delivery of the pending shipments.
- Resolving all the customers' complaints related to delivery/refunds via emails, chats & social channels (Facebook & Tweeter).
- Weekly reports regarding the performance of delivery, Number of customer contact, Analysis reports for Return undeliverable shipments to all the stake holders.
- Checked and resolved complaints raised by the customers with our payment gateway partners.
- Analysis of total delivery monthly performance.

Achievements in NAMSHI:

- Recognized by the CEO of NAMSHI as the most valuable employee of the year 2020 - 2021.
- Attained Employee of the Year Award twice.
- Maintained exceptional performance and quality ratings.

Snapdeal Pvt. Ltd.**Feb'2015 – April'2019****Senior Analyst****Key Responsibilities:**

- Assisting customers regarding any complaints or query and resolving their concern.
- Perform the tasks of handling customer calls regarding the request of services and products.
- Coordination with courier partners and Service center different department.
- Ensure all escalations to be resolved within TAT and ensuring end to end closure of every case.
- Maintaining report of daily-logs reports.
- Arrange Technician visit for customer regarding their complaint.
- Coordination with courier partners and Service center as per scenario of complaint

Certifications

- ❖ One year Diploma course in computer applications.

Efficiency Acquired

- | | |
|---------------------------------|---------------|
| ❖ MS-Office, Excel, Power point | ❖ Freshdesk |
| ❖ Salesforce. | ❖ Inai |
| ❖ Zendesk | ❖ Hyper verge |

Academic Credentials

- ❖ Bachelor of Commerce, in the year 2014, Delhi University

Personal Dossier

◆ **Date of Birth:** January 1st, 1992 ◆ **Languages Known:** English & Hindi ◆ **References:** Available on request

(Preeti Jaiswal)