
Kirtikey Jaiswal

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Objective

To pursue a challenging and rewarding career in a dynamic corporate environment, seeking a position in a company where my skills and varied abilities will be used effectively.

EXPERIENCE

AGR Automobiles Mughalsarai - *EDP (Operations and Customer Support)*

Feb'2020 - Mar'2022

- Communicate with customers who have escalated issues to determine the beneficial resolution and ensure timely follow-up to verify that complaints have been addressed and satisfied.
- Collaborate with colleagues to determine areas for improvement, review departmental performance and develop ideas for better service to customers.
- Communicated with customers to ensure product understanding, answer questions and facilitate conflict resolution.
- Review and implementaion of applications and supporting documents.
- Process applications into required electronic format.
- Scan document into database.
- Transcribe inventories into excel sheets.
- Edited, processed data entry and distribution of raw source documents.
- Audit on-line applications for accuracy and completeness.
- Maintain complete activity logs and prepare reports on excel.
- Communicate with applicants over the phone and in person.

EDUCATION

MGKVP, Varanasi - *Degree - M. A*

January 2020 - December 2022

MGKVP, Varanasi - *Degree - B. A*

July 2015 - July 2018

Chandauli Polytechnic Chandauli, Chandauli - *Diploma - ME (Production)*

July 2010 - August 2013

Personal Synopsis

Experience in the EDP & Data entry sector. Acquired wide exposure in relationship management, and business analysis. Experienced in handling, coordinating and motivating a team for project completion, adroit at managing and strong analytical, problem solving & organizational abilities. Also work experience in an insurance company in SBI Life Insurance as a Customer Executive.

Certification

- Advanced Excel Certificate from Internshala
- CCC (Course on computer concept)
- Autocad 2D Design (Mechanical)

Languages Known

- English (Read, Write & Speak)
- Hindi (Read, Write & Speak)

Introspection

- Result Oriented
- Sincere and Smart-working
- Able to work on under pressure
- Good in relationship building
- Good drafting & communication skills

Personal Details:

Gender	- Female
D.O.B	- 30 th July 1991
Marital Status	- Married
Interests	- Watching Movies and listening music

I do hereby declare that the particulars of information and facts stated herein above are True, correct and complete to the best of my knowledge and behalf

Place: New Delhi

Regards,
Kirtikey Jaiswal