Tanisha Lahiri

**Add: -** H. #T188, Near shukkar Bazar, Gopal Dairy,

Uttam Nagar West, New Delhi (110059)

**Email. ID: -** Tanishalahiri08@gmail.com **Mob:** 8447959871

**DOB:** 03rd DEC 1986.

**Career Objective: -**

**To succeed in an environment of growth and excellence and earn a job Which provides me job satisfaction and self-development and help me achieve personal as well**

**As organization goals.**

**Career Summary: -**

**With an impressive 4.3 Year’s track record of success providing swift resolution to both customer & company, ultimately maintaining trust and winning loyalty.**

* **Work History:-**
* **Currently working as business support advisor at British Telecom since August 2016.**
* **Worked at Veridian solutions Kolkata as a associate.**
* **Area of expertise:**
* **Order Management**
* **Customer support**
* **Responsibilities:-**
* **Training new Hires as a Mentor**
* **Sole handler of cold and Daisy communication including provide notification, chase, customer emails & cease.**
* **Achievements :-**
  + Got recognized as performer of the month 4 times.
  + **G**ot recognized as Best advisor of the month from the quality manager.
* **Software’s Knowledge : siebel, M.S. Office {Excel, Word, Power Point}**
* **Training Completed:-**
* **business writing skills**
* **Email etiquettes**
* **Key Strengths & Skills:-**
* **Focus on customer satisfaction and Teamwork & Collaboration.**
* **Open to feedback and Interpersonal skills.**
* **Adaptability to Change and Goal Oriented.**
* **Self-motivated.**
* **Quick Learner.**
* **Educational Qualifications:-**
* **M.A. in Mass communication & videography (2012)**
* **B.A in communicative English (2009)**
* **12th with Arts (2006)**
* **Professional Qualification:-**
* **MBA in HR (2014)**
* **Personal Information:-**
* **Father’s Name : Mr. Himadri Lahiri**
* **Language Known: English, Bengali & Hindi.**
* **Marital Status: Married.**
* **Passport : Valid till June-2022.**

**Declaration:-**

I honestly declare that all the above mentioned information true and correct to the best of my knowledge. I also understand if any of the information given above is found false / incorrect; my candidature is liable to be rejected.

**Date: - ……………………..**

**Place: - ……………………. {Tanisha Lahiri}**