# **Isha Kalia**

1. 282, Double Storey, Kalkaji- 110019.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ishakalia87@**[**gmail**](http://gmail.google.com)**.com\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Career Objective**

**Seeking senior level and middle level assignments in Operations / Process Management / Service Sector with a growth oriented organization.**

**Strengths:**

· **Systematic and Result oriented efficiency**

**· Well disciplined and time conscious**

**· Effective management**

**· Good Technical Base and analytical bent of mind for troubleshooting.**

**· Good listener and apt learner**

· **Balanced and broad outlook**

**Work Experience:**

**WIPRO BPO as a Hardware Tech (Jan2005-Aug 2008).**

**Customer Care Executive . (Aug 2008 – Aug 2009 ).**

***WNS BPO as a senior customer care executive. (Sep 2010 – Oct 2011 )***

***AMEX as Mater customer care executive (Feb 2012- AUG 2013)***

***AMEX as Mater customer care Professional (July 2014 – July 2015)***

***Nile Migration as Immigration Consultant ( August 2016 – Present )***

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 **TEAM MANAGEMENT/TRAINING*:***

 **Handling customer queries providing all the information on contracts, policies & procedure and products & services.**

 **Troubleshooting all the hardware issues related to DELL computer**

 **WIPRO BPO - Tech Support (Jan 2006 – Aug 2008):**

 **Troubleshooting the entire Hardware Basic OS, Networking and Factory Installed applications for Dell Dimension/Laptop PC's.**

 **Guided junior Techs and handled their Queries**.

 **WIPRO BPO – Customer Support (June 2008 - aug 2009):**

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**Preparing manuals.**

**Software Testing.**

**WNS BPO - CUSTOMER SUPPORT (sep 2010 – Oct 2011):**

**Handling customer queries in avon regarding tracking of the orders, taking orders.**

* **AMEX – CUSTOMER SUPPORT (Feb 2012- Aug 2013)**
* **Handling customer queries regarding credit cards**
* **AMEX- CUSTOMER SUPPORT & ESCALATIONS**
* **Handling customer queries regarding credit cards**
* **Handling irate customers**

**Nile Migration – Immigration Consultant ( Aug 2016 – Present )**

* **Sales for Canadian PR, Australian PR**

**ACADEMIC QUALIFICATIONS:**

* **Senior Secondary (12 th ) in 2004 from C.B.S.E.**
* **Higher Secondary (10th) in 2002 from C.B.S.E**
* **Graduation(Bsc) in 2014 from Sikkim manipal**

**Personal Profile**

**Father’s Name : Shri Pawan Kumar Kalia.**

**Date of birth : 10-01-1987**

**Marital Status : Married**

**Nationality : Indian**

**Languages known : English, Hindi, Punjabi**

**Permanent Address:**

**F-2.Javin Appartmnets.Sector-2.Rajinder Nagar.Sahibabad .Ghaziabad**

**Contact Number**

**+919560219267**

**Field Of Interest:**

**Reading .socializing with people.**

**Isha Kalia**