

Manmita Tripathy

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CAREER OBJECTIVE :-

Obtain a position as customer service representative, where my customer relations experience can be fully utilized to improve customer satisfaction and promote the company's brand name.

An Overview :-

- A result focussed professional with nearly 18 months of experience in Customer Service.
- Presently associated with ICICI Bank, Hyderabad as an E-Service Customer Service Officer.
- Solution driven, customer centric professional with significant experience in handling all aspects of service functions.

SUMMARY OF SKILLS:-

- Fast fingers on keyboard with abilities to work on a target based job.
- Complete understanding of the different types of customer problems.
- Excellent interpersonal and communication skills.
- Flexible and adaptive to changing technologies, and work environment.
- Quick thinker with ability to multi-task.

PROFESSIONAL EXPERIENCE:-

One year and six months of experience as an E-Service Officer at ICICI Bank, from August, 2015 to present.

Responsibilities:-

- Involved in Non-Voice operations (E-Service)- customer queries and complaints handled through emails and calls.
- Handled queries related to Savings Accounts (Retail Liabilities) section.
- Respond to customers on different queries.
- Ability to give perfect resolution to customer by doing follow ups with the concerned departments.
- Communicate with customers in a polite and professional manner.
- Trying to achieve FCR (first call resolution) in every customer queries to avoid further escalations.
- Make proper use of the system in searching for products and answers within short span of time.
- Trained to get good focus on each and every query handled.
- Completing the target within the time-period to avoid large queues of mails unanswered.

EDUCATIONAL QUALIFICATIONS :-

Qualification	: B-Tech (Bachelor of Technology).
Branch	: Computer Science & Engineering.
University	: Centurion Institute of Technology & Management, Odisha.
Year of Graduation	: 2010-2014.
Percentage	: 67.7%
Education	: 12 th .
College	: Vikram Deb College, Jeypore
Board	: Council of Higher Secondary Education, Odisha
Year of Passing	: 2010.
Percentage	: 66%.
Education	: 10 th .
High School	: Govt. Girls High School, Jeypore.
Board	: Higher Secondary Education, Odisha
Year of Passing	: 2008.
Percentage	: 86%.

STRENGTHS:-

- Have a vision to quickly identify and understand the benefits of new technologies.
- Leadership abilities and problem solving abilities.
- Effective time management, planning and organizational skills.

PERSONAL PROFILE:-

Full Name	: Manmita Tripathy
Mother's Name	: Smita Rani Tripathy
Date of Birth	: August 1, 1993
Languages Known	: English, Hindi,Oriya.

DECLARATION:-

I do hereby declare that the above information is true to the best of my knowledge.

Place: - Hyderabad

Date: -

**Manmita Tripathy
(Signature)**

