

**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<sup>th</sup>.  
College : Vikram Deb College, Jeypore  
Board : Council of Higher Secondary Education, Odisha  
Year of Passing : 2010.  
Percentage : 66%.

Education : 10<sup>th</sup>.  
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)**

