**Kritina Ramteke**

**Mobile**: 9850158098

**E-mail**: ramtekekritina@gmail.com

**Professional Summary:**

Ambitious and self-motivated individual with 5+ years of professional experience and to be associated with progressive organization that gives me scope to apply my educational and professional skills and provides me with advancement opportunity and knowledge empowerment.

**Work Experience:**

**Profile – Customer Service in BPO**

**Subject Matter Expert**

TATA Consultancy Services, Nagpur

May 2018 to November 2019

* Responsible for daily calls and emails with the clients to completion and enabling satisfaction of UK based customers.
* Timely resolving issues for customer delight
* Presenting improvements in process
* Handling floor queries
* Managing daily SLAs & maintaining business defined TAT
* Embrace knowledge by adding extra task a level up
* Preparing Dashboards & Daily reporting
* Support quality team and floor supports to resolve queries
* Prepare reports for monthly and weekly reviews with client.
* Managing floor queries & assist supervisors in resolving process issue

**Senior Process Associate**

TATA Consultancy Services, Nagpur

March 2015 to April 2018

* Handling customer queries through calls and chats.
* Working on SAP user interface AP2 Module
* Maintain up-to-date billing system
* Prepare customer’s statements, bills and invoices
* A highly motivated team player with 100% flexibility

**Graphic Designer**

Global Advertising Services Ltd, Pune

June 2013 to September 2014

* Developing digital web based design briefs that suit the UK based client's purpose
* Thinking creatively to produce new ideas and concepts and developing interactive design
* Using innovation to redefine a design brief within time

**Education:**

Graduation : Passing Year 2013

BFA (Bachelor of Fine Arts)

D. Y. Patil College of Applied Arts and Crafts**,** Pune

* Pune University with 50%
* Specialized in Applied Arts

High School : Passing Year 2009

Abhinandan Junior College, Nagpur

* Maharashtra State Board with 55%

Schooling : Passing Year 2007

Shardaa Mahila Vidyalaya, Nagpur

* Maharashtra State Board with 66%

**Accomplishments:**

* Awarded Best Team Award in Across Unit Champions League '2017
* Client Appreciations
* Star performer reward in October 2017
* Successfully coach the team to reach BAU in 3 months time post ramp-up phase.

**Additional Knowledge:**

* MS Excel
* PowerPoint
* SAP Business Objects
* Agile Methodology

**Personal Details:**

**Date of Birth**: 13th July 1992

**Location**: Pune