## Ayushi Dantre

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**Total Experience: 10 Months**

**Currently Working:** As **“Senior Customer Relationship Officer”** with **Squareyards Pvt Ltd**.

**Jan’15 to 8 Dec’15**

PROFESSIONAL SUMMARY

**Senior Customer Relationship Officer**

* Responsible for dealing with customer relevant queries, complaints and request for information on products and services
* Assigned the tasks of recording all communications between various parties
* Handled the tasks of drafting documents as requested by Customer Care Manager
* Prepared daily, weekly and monthly statistical reports
* Responsible for generating ideas on ways to resolve problems and serve customers in a better way
* Confirmed customer understanding of the solution and provided extra customer education as required.
* Excellent Problem solving and Troubleshooting skills
* Strong communication and interpersonal skills. Proven ability to plan, organize and lead projects.
* Familiarity and experience with various procedures and policies required for escalation and outage resolution with strong documentation skills.
* Share 24x7 on-call duties with the WebSphere team including rotating on-call schedules for multiple environments including production, performance test.

TECHNICAL SKILLS

|  |  |
| --- | --- |
| **Operating Systems** | Windows XP/2003/Windows7 |
| **Databases** | Oracle, Mysql |
| **Web Servers** | Apache 2.2 |

PROJECT DETAILS

**Project: SquareYards PVT. Ltd.**

**Role: Senior Customer Relationship Officer**

**Duration:** Jan’15 – 8 Dec’15

**Responsibilities:**

* Responsible for dealing with customer relevant queries, complaints and request for information on products and services
* Assigned the tasks of recording all communications between various parties
* Handled the tasks of drafting documents as requested by Customer Care Manager
* Prepared daily, weekly and monthly statistical reports
* Excellent Problem solving and Troubleshooting skills
* Strong communication and interpersonal skills. Proven ability to plan, organize and lead projects.
* Familiarity and experience with various procedures and policies required for escalation and outage resolution with strong documentation skills.
* Share 24x7 on-call duties with the WebSphere team including rotating on-call schedules for multiple environments including production, performance test.

**Tools/Environment:** MS Excel/Access/PowerPoint.

# Education:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **EXAMINATION** | **COLLEGE/ UNIVERSITY** | | **YEAR** | **PERCENTAGE** |
| B.Tech | Manav Rachna International University | 2015 | | 64% |
| Intermediate | U.P. Board | 2011 | | 72% |
| High School | U.P. Board | 2009 | | 69% |

# Personal Details:-

**Father’s Name** :Lt. N. C. Dantre

**Mother’s Name** :Mrs. Rani Dantre

**Date of Birth** :November, 27. 1995

**Sex** :Female

**Marital Status**  :Single

**Nationality**  :Indian

**Languages Known**  :Hindi and English

**Permanent Address** :87, Dantre Hotel, Baldau Chowk, Orai(U.P.)-285001

**Present Address**  :2146, Sushant Lok-1, C Block, Gurgaon-122001