

# Mamta

Collaborative leader with dedication to partnering with coworkers to promote engaged, empowering work culture. Documented strengths in building and maintaining relationships with diverse range of stakeholders in dynamic, fast-paced settings.



✉ mamtasharma220898@gmail.com

☎ +447423 035951

📍 116 Glenny Road, Barking, United kingdom IG11 8QQ

📅 22/11/1998

🚩 Indian

## WORK HISTORY

December 2021 to October 2023

### Operation executive

**Compass Technologies**, Chandigarh, India

- Established and monitored key performance indicators to track operational performance.
- Conducted regular reviews, identifying areas for improvement and implementing corrective measures.
- Directed day-to-day operations to optimise workflow efficiency and achieve KPI targets.
- Built productive working relationships to inspire and guide personnel at multiple business levels.
- Delivered impressive business growth while creating cost-effective solutions to meet required budget.

December 2020 to December 2021

### Customer service executive

**Compass Technologies**, Chandigarh, India

- Warmly greeted customers with positive telephone etiquette, asking well-rounded questions to identify issues.
- Provided professional and helpful support to new and existing clients.
- Improved company processes by analysing customer feedback and service trends.
- Responded to customer queries and provided excellent customer service.
- Offered detailed product and service advice based on customer needs.
- Updated account information after customer calls for well-maintained data accuracy.
- Handled live chat queries within strict timeframe targets.
- Resolved complaints with proactive problem-solving and analysis.
- Thoroughly monitored compliance with customer service standards to maintain stellar industry reputation.

## SKILLS

- Strong communication
- Problem solving
- Communication strategies

## EDUCATION

September 2020

**Bachelor of Science Computer Applications**

**Panjab University**, Chandigarh, India

## CERTIFICATIONS

- Certificate: Photoshop and CorelDraw