

Neha Shrivastava

Senior Operations Associate

[2.8 years of Experience]

OBJECTIVE

Looking for a position as Lead/Senior Associate, where I could use my skills and enhance them by taking new challenges.

I have a total of 2.6+ years of experience in Digital finance-Repayment and Collections in BYJUS.

EXPERIENCE

BYJU'S, Bengaluru Karnataka

— Senior Associate (full-time -2.8 years)

Jan 2020 – Sep 2022

ROLE & RESPONSIBILITIES

- Working For Think and Learn Pvt Ltd in Fintech Collection Department as a Senior Operation Associate.
- Managed every aspect of digital finance (Repayment and Collections).
- I have the experience of managing the Loan repayment of prominent customer's.
- Reaching out to the customers via phone calls, mail SMS, etc to inform regarding the Loan Installment.
- Handling the various queries of customers and giving them the solution using the software like
- Mentored and guided associates in approaches designed to exceed expectations of customers and members. I helped them to understand the process and how to handle the customers by providing them the proper resolution with proper rebuttals.
- Set and enforced policies focused on increasing team productivity and strengthening operational efficiency.
- Supported senior managers and department leaders by completing projects and problem resolution under tight budgets and schedule demands.
- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies

CONTACT

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EMAIL

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KEY SKILLS

- * Customer Onboarding
- * Customer Retention
- * Customer Advocacy
- * Customer Support
- * Account Management
- * Strategic Planning
- * Escalation Management
- * Customer Success
- * Upselling

TOOLS & TECH

- * Lead Square
- * Salesforce
- * Order Management system
- * Order Hive
- * Mentor Lead Square
- * Retention Lead Square
- * Software as a Service (SaaS)
- * Customer Relationship Management (CRM)

PERSONAL DETAIL

- * DOB- 09-02-1995
- * Marital Status- Married
- * Location -Bengaluru

EDUCATION

Samrat Ashok Technological Institute, Vidisha, M.P.
— *B.Tech (Electronics & Instrumentation)* 2013 - 2017

Vatsalya Senior Secondary School , Vidisha, MP
— *Intermediate (PCM)* - 2012

SUMMARY OF SKILLS

- I can very well handle irate and hostile customers by providing them proper resolution.
- With strong communication skills, I communicate my expectations to my team without being imposing.
- I actively listen to customers to decipher their point of view.
- I never fail to update our customers about the recent ongoing products.
- I have always been a top performer among my team and got many rewards and bouchers in RNR.
- I always try to think from the customer's point of view to understand their psyche and perspective towards us.
- I refrain from procrastination and possess good time management skills.
- I am always on time and always start my day with enthusiasm and positivity.
- I never fail on my commitments and continuously keep them informed about the challenges so that they will find the fastest resolution.
- I am a quick learner and can quickly adapt to changes.
- I keep myself updated with recent trends and apply them in my work regularly.

PERSONAL & SOFT SKILLS

- * Self-motivation & Positivity
- * Interpersonal Skill
- * Communication
- * Time Management
- * Leadership
- * Problem Solving
- * Active listening

INTERESTS & HOBBIES

- * watching movies
- * Listening music

LANGUAGES

- * English * Hindi

PREFERED LOCATION

- * Bengaluru

LINKEDIN

<https://lnkd.in/gXUGk66j>