

YAMINI UMREDKAR

Operations Associate/Customer Support Executive

Highly motivated and detail-oriented professional with a strong background in operations and customer support. Seeking to leverage my skills and experience to contribute effectively as an Operations Associate in a dynamic and growth-oriented environment.

LANGUAGES

English, Hindi, Marathi

SKILLS

- Project Management
 - Operations Management
 - Time Management
 - Communication
 - Customer Support
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EXPERIENCE

Operations Associate

Intelus Technologies, 2021-Present

- Highly organized and detail-oriented professional with extensive experience in operations management, customer support, and process improvement. Seeking to leverage my skills and experience to contribute effectively as an Operations Associate in a dynamic and growth-oriented environment.
- Conducted SEO, order checks, data entry for reporting, and Shopify/group order checks.

ASSOCIATE-OPS/ Customer Support Executive

WNS Global Services, June2019-July20

- Resolved customer issues, complaints, and concerns promptly and effectively.
- Developed a deep understanding of the company's services, including backend support.
- Managed payment processing, refunds, billing inquiries, and provided recommendations for upgrades and add-ons.


EDUCATION


BACHELOR OF BUSINESS ADMINISTRATION IN HUMAN RESOURCES

G.H Rasoni College of Business
Administration, Nagpur

CONTACT

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