

# Pallavi Pandey

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With 4+ years of experience, I have successfully handled customer queries and, in my last job role, trained and managed a team of 55 agents after being promoted to the position of team leader within 6 months of joining the company.

## WORK EXPERIENCE

### MFS Solutions

Remote Working Oct 2021 - Sep 2023

#### Team Leader Operations

- Training and giving insights to the new hired customer service agents regarding the working, SOP, work culture of the company.
- Handling a team of approximately 55 people and helping them answer customer queries.
- Maintaining the daily attendance of the agents and keeping track of their errors so that action could be taken accordingly at the end of the month.
- Keeping track of the new updates in the process and making sure that the team is aware and is following the same SOP.
- Focused on keeping the team motivated and positive at times of pressure situations.
- Promoted to the position of Team Leader within 6 months of joining the company.

#### Associate Operations

- Handling customer queries regarding their delivery order and other related issues.
- Regular follow-up with the delivery partner in case of live orders till the order is successfully delivered to the customer and updating the customer about the same through mail or call.
- Handling customer queries related to pre and post-delivery concerns and getting them resolved on time.
- Handling customer queries on social media platforms like Twitter, Facebook and Play Store.
- Updating the merchant catalog in case of any issues regarding the menu, timing etc.
- Handling the queries related to cashback.

### Marks & Spencer Reliance India Pvt. Ltd

Remote Working Nov 2020 - Apr 2021

#### Customer Service Executive

- Handling daily inbound & outbound calls & emails pertaining to customer queries and issues regarding orders.
- Assisting customers over call in providing information about their orders, returns, refunds and inquiries regarding products.

- Maintaining and logging daily tickets with customer queries and inquiries, recording customer interactions and details of the complaints.
- Regular follow-ups with the team for timely closure of the tickets.
- Communicating final resolution to the customers over call and emails.
- Updating customers with the recent offers and discounts being offered by the brand.

**Hamee India Private Limited**

Gurgaon Nov 2018 - Mar 2020

**E-commerce Solutions & Operations Executive**

- Solely managing the website's orders and the customer support for the website through email, chat and WhatsApp, handling every order related query of the customer.
- Processing the daily orders for the website. Also, managing monthly returns and refunds.
- Content writing, Blogs and PR and guest blogs for the products.
- Handled & led the occasional events in which the company participated like Lil Flea, Horn OK Please and LBB organized in New Delhi.
- Managing the closing stock at the end of every month so that new stock is bought accordingly.
- Handling the Flipkart account July 2019, managing listing of new products, returns and claims for the same.

**Kivi Technologies Pvt. Ltd**

Gurgaon Jan 2018 - Mar 2018

**Business Development Manager**

- Understanding the work of the company's software product to be able to make the doctors and their team understand its use for them.
- Finding doctors in Gurgaon area through sources like Just Dial and Google and calling them for appointments for a product demo.
- Visited clinics through cold calls and helped in opening 10 demo accounts.
- Maintained follow-up with already existing clients and solving their queries as and when required.

**EDUCATION**

**Post Graduate Diploma in Management in Marketing and Retail**

Unitedworld School of Business Gandhinagar, Gujarat, India

GPA: 6.13

Aug 2016 - Apr 2018

**Bachelor of Business Administration**

Pt. Deen Dayal Upadhyaya Management College, Meerut, Uttar Pradesh, India

Scored: 66.4%

Aug 2013 - May 2016

### Class 12 in Commerce

Sophia Girls' School, Meerut, Uttar Pradesh, India

Scored: 61%

Apr 2012 - Mar 2013

### Class X

Sophia Girls' School, Meerut, Uttar Pradesh, India

Scored: 84.6%

Apr 2010 - Mar 2011

## SKILLS

Cold Calling, Communication, Content Writing, Customer Interaction, Customer Service, E-commerce, Employee Training, Event Planning, Flexibility & Adaptability, Focused, Self-Motivator, Self Starter, Social Media Queries, Standard Operating Procedure, Team handling, Active listening, Hard working.

## INTERESTS

Reader & a Book Hoarder

Television, Cinema and now also an OTT admirer

Grown to like sketching

Love talking to dogs