

Adline Miranda Nelson

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Objective

I seek challenging opportunities where I can fully use my skills for the success of the organization.

Experience

- ASB Solutions** 04/28/2023 -
Senior Support Specialist
Foster strong relationships with customers, and respond promptly to their issues, to resolve them effectively
Examine one's work for development over time, in order to continually improve
Assist customers with post-order problems (e.g., refunds, replacement, returns, back order inquiries, delivery statements, and any others issues).
Meet company efficiency metrics and issue resolution targets
Articulate trends in customer needs to determine solutions
Multi-task and navigate various forms of technology and software applications at once
Maintain a high level of professionalism and commitment to resolving conflict through strong, open communication
- Transworld Systems India Private Ltd** 28/4/2022 - 02/1/2023
Associate Assurant Operations
Performs clerical functions for patient billing, including verification of insurance information and resolution of problems to ensure a clean billing process.
Follows up on accounts that require further evaluation. Works with others in a team environment.
Update Renewal information and verify loan and insurance policy details and process payments on behalf of the mortgage company
Obtain Renewal information from the Insurance companies and Agencies.
- Benchresto Café** 2019 - 2021
Content Writer and Social Media Managing and Marketing
Do the required content writing for their marketing needs and social media managing, giving adequate ideas for marketing improvement and quality of the management. Control and manage what is happening in their Social media handles.
- Tokloud Private Limited** 2016 - 2017
Customer Front Desk - Semi Voice
Managing Guest Database
Handling Guest accounts
Coordinating guest service
Trying to sell a service
Ensure Guest Satisfaction
Handling inhouse communication
Contacting Customers through Chat, Email and Calls
International and Domestic Clients

Education

- High Range Public School, CBSE** 2012
Higher Secondary
82%

- **St Alberts School, NIOS** 2013-2015
Senior Secondary
- **Frankfinn Institute Of Air Hostess Training** 2015-2018
Diploma in Aviation, Hospitality and Travel Management
92%

Skills

- Travelport Gallelio Certified
- Content Writing
- Team building and managing
- Drawing
- Problem Solving
- Customer care

Languages

- English
- Malayalam
- Hindi

Personal Details

- Date of Birth : 23/12/1997
- Marital Status : Married
- Nationality : Indian

Certifications

- Diploma in Aviation,Hospitality and Travel Management
- Certification in Galileo GDS , Travelport
- Certificate in Independent Travel Manager

DECLARATION

- I hereby declare above mentioned information is true to the best of my knowledge.
ADLINE MIRANDA NELSON