

CURICULLAM - VITAE

Poonam Shrivastav

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Career Goal : To work in a company where I get a platform to use my professional expertise and my experience for the growth of the company which in turn will help me to grow further.

Professional Experience:

Company	: IBMDaksh Business Process Pvt. Ltd.
Start Date	: May 2007
End Date	: Nov.2009
Position / Dept.	: Process Associate/Customer service
Location	: Gurgaon.

Job Profile/Achievements:

- Handling inbound calls from customers regarding their queries, complains and requests and providing them resolution over the call and forwarding the service request to the client as well if needed.
- Help to improve customer satisfaction and provide the highest level of customer service.
- Grow the business with existing customers.
- Customer education, identifying cross referencing and cross selling opportunity.
- Got Certificate of Exceptional Customer Service in a customer satisfaction survey.
- Got Certificate of Achievement for highest PPH.
- Completed the Business Etiquette workshop at IBM.

Academic Credentials:

- Bachelor of Commerce from C.S.J.M. University, Kanpur (U.P.), in Year 2002.
- Diploma in Computer Science from C Dec. Institute, Kanpur.

Computer Proficiency:

- Windows, MS Office and Internet

Personal Information:**Strengths**

- Optimistic Attitude.
- A good communicator with an ability to convince people easily.
- Customer dispute handling, product training, database management, business development.

Hobbies

- Listening to music, Dancing and Art n Craft.

Language known

- English and Hindi

Gender : Female

Date of Birth : 31st Oct. 1981

Residing at : Dwarka, New Delhi - 110077

Declaration:

I hereby declare that all the above furnished details are correct to the best of my knowledge and belief.

Date:

Place:

(Poonam Shrivastav)