

Priya Mourya

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CAREER OBJECTIVE

I want to gain employment with a company or institution that offers me a consistently positive

atmosphere to learn new technologies and implement them for the betterment of the business.

EXPERIENCE

Vertex Customers Solutions India Pvt .Ltd.

Senior Business Associate Level (1 A)

they

- I joined this company on 24th Nov 2016 as Business Associate.
- I was appointed in Reliance Audio Conference Service process where we handle the customers conference calls which request us through email & calls
- It's a third party payroll company.
- Responsible to handle the telephone enquiries.
- To generate reports in excel which is related to customer services like MIS reports of scheduled or completed work & represents in front of concerned H.O.D.
- To do co-ordination with respective client related to the process on monthly basis & to present it in general meetings with process head.
- To arrange & host the Tele- conference Meeting of corporate companies with their client.
- To utilize knowledge of various computer software which is useful for fetching the details of the customers, editing of recorded conferences.
- To verify and corrects the error in data which we receive from related

- vendors to ensure accuracy of completed work.
- Handle all the other responsibilities related to the process.
- Provide general information to the customers through Emails or via telephonic conversation if required.
- To resolve corporate customer queries over the telephonic conversation or over the Emails.
- By observing my performance in the process I got promoted to Senior Business Associate Level (1A) after 6 months with appraisal.
- Observing regularity & hard work.

DAKCB

DAKCB

Senior officer:

- After some months our process shifted to DAKCB.
- I joined this company on 9th Sep 2017 as Senior Officer.
- I was appointed in Reliance Audio Conference Service process where we handle the customers conference calls which request us through email & calls
- It's a payroll company.
- Responsible to handle the telephone enquiries.
- To generate reports in excel which is related to customer services like MIS reports of scheduled or completed work & represents in front of concerned H.O.D.
- To do co-ordination with respective client related to the process on monthly basis & to present it in general meetings with process head.
- To arrange & host the Tele- conference Meeting of corporate companies with their client.
- To utilize knowledge of various computer software which is useful for fetching the details of the customers, editing of recorded

- conferences.
- To verify and corrects the error in data which we receive from related vendors to ensure accuracy of completed work.
- Handle all the other responsibilities related to the process.
- Provide general information to the customers through Emails or via telephonic conversation if required.
- To resolve corporate customer queries over the telephonic conversation or over the Emails.

PERSONAL QUALITIES

- An enthusiastic person who performs all office tasks to the highest standard and within given timescales.
- Excellent communication skills in written and verbal both.
- Ability to Work in Harmony with Co-Workers.
- Good telephone manner and client interface skills.
- Determination and Persistence
- Flexibility .

EDUCATION

Completed B.Com in 2010-11.

Completed H.S.C. (Commerce) certification with 1st Class in 2007-08.

Completed S.S.C. certification with 2nd Class in 2005-06.

PERSONAL DETAILS

- Date Of Birth :- 28th March, 1991
- Nationality :- Indian
- Marital Status :- Single
- Languages known:- English, Hindi, Marathi

DECLARATION

I hereby declared that the information provided above is correct as per my knowledge.

Yours Faithfully

Priya Omprakash

Mourya