

CURRICULUM **VITAE**

Shalini D

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Career Objective

Seeking a position to use my functional Skills to Perform as an individual and help the customers to resolve their problems leading a team with greater efficiency.

Career Summary

- A customer oriented and excellent communicator possesses 3 years experience as a Escalation expert.
- Expertise in working with a team.

Professional Skills

- Inbound process.
- Excel at “getting job done”.
- Flexible in all phases of the call center.
- Ability to produce the best result in pressure situations.

Key Responsibilities Handled

- Attending escalation calls.
- Conveying the customer requirements to the respective departments.
- Attaining daily, weekly and monthly targets specified by the process.
- Providing the feedback to the first level advisers at the end of the day.
- Regular follow up with the customer and clients.

Computer Knowledge

- MS Office (Word, Excel, PowerPoint)

Skills Set

- Team Player
- Quick learner
- Confident
- Excellent communication skills
- Convincing ability

Professional Experience

- Worked as **Knowledge and Escalation** Expert in Hinduja Global Solutions from Mar'2017 to Jan'2020.
- Worked as Customer Service Executive in Sun Business Solutions From 20th Sep'2020 to 30th Sep'2021

Academia

Course: Bachelor of Commerce (B.Com)

Institution: Government first grade collage. Sri Ranga pattana

Year of Passing: 2019

Hobbies

- Listening Music.
- Drawing.

Strength

- Right decision maker at critical time.
- Hard working with positive attitude towards my career and my life.

Personality Traits

- **Learning** - Always committed to my continued development and total understanding of all applicable tools and policies, and has always strived to share the knowledge with those around me.
- **Unity** - I am always a team player. I will always work to support my fellow employees in a

Courteous and professional manner and I will recommend solutions rather than merely point out problems.

- **Communication** - I am open and honest at all times, and will communicate effectively by asking questions, listening critically and analyzing the information without rushing to judgment.
- **Attitude** - I am always positive and resourceful at all times. I will embrace change and help others to have a positive outlook.
- **Creativity** – Can Do anything within boundary line as per company policy.

Personal Details

DOB: 16-04-1995

Languages known: Kannada and English

Address: Srirampura,Mysore-570023

DECLARATION

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

Date :

Place : Mysore

Your's Faithfully

(Shalini D)