RESUME

**PREETI BANSAL**

H.No – 1066, Street No 2, Laxman Vihar, Phase-2, Gurugram-122001

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**Career Objective**

To obtain a position in a BPO company that provides opportunities for professional growth and development, and allows me to contribute my expertise in process improvement, quality control, and customer satisfaction.

**Experience**

**Organisation:** Concentrix

**Job Title:** Technical Advisor ( Level – 2)

**Duration:** 9 months – till date

**Organisation:** Dhani Loans & Services( Previously known as Indiabulls Consumer Finance Limited)

**Job Title:** Customer Care Officer

**Duration:** 18 months

**Educational Qualification**

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| --- | --- | --- | --- |
| **Qualification** | **Board/ University** | **Year of passing** | **Qualifying percentage** |
| M.Com | IGNOU (Open University) | 2023 | 69.5% |
| B.Com | Maharshi Dayanand University, Rohtak | 2020 | 88.33% |
| Sr. Secondary | Board of School Education, Rajasthan | 2017 | 84.20% |
| Secondary | Board of School Education, Haryana | 2015 | 91.40% |

**Skills**

* Handling loan(PL, BL, HL) related queries
* Handling outbound calls of sales
* Managing transaction related to debit, credit, apple wallet, apple pay
* Trouble shoot iOS and mac OS related issues
* Managing customer records on ledger
* Communication, Customer service, Empathy and active listening, Problem-solving, Multitasking and time management, Teamwork
* Technical skills: customer relationship management (CRM) systems and ability to troubleshoot technical issues

**Strengths**

* Quick learner and good grasping ability
* Good communication and interpersonal skills
* Initiator and passionate about working
* Problem solving attitude

**Interests/Hobbies**

* Art
* Music

**Personal Details**

Father’s Name: Mr Vinod Bansal

Date of Birth: 22nd June 1999 Languages Known: Hindi and English

Nationality - Indian