

NANDHINI J

A person who is curious to learn new process and is always ready to accept and adapt the changes , a good team worker and trained to be a leader .I am a quick learner and hope to achieve my goals through sheer hard work. I have a thirst for knowledge and like to develop my skills that can take me to a more advanced level.



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NEW DELHI

EXPERIENCE

Jun 2019 – Present
plot no 416, udyog vihar phase 3,gurgaon

CUSTOMER EXPERINCE SPECIALIST

UrbanClap Technologies India Pvt Ltd

- 1.I started as a partner success specialist where i was handling the vendors , solving their problems
2. shifted to customer escalations team which is considered as core team of cx in urban company- handling and solving cx disputes balancing a good customer relationships and also recovering companies refund policy
- 3.worked in safety team - auditing partners health in order to provide a safe and secured service to customer in the lockdown pandemic days
- worked close with business team helping them in the supply chain for professionals in cities like Chennai , Nagpur
- 4.I have on boarded more than half of our partners in Chennai city under men's grooming category
- 5.worked in the supply team to strengthen our partners supply in Chennai

PROFESSIONAL SKILLS

Teamwork
Self-motivation
Microsoft Office
Leadership
Handling Pressure
Event Planning
Decision Making
Conflict Resolution
Communication
Client Retention

CERTIFICATES

Appreciation certificate from urbancomapny for helping business team to onboard professionals under "mens grooming " category in Chennai city

ACCOMPLISHMENTS

- 1 Awarded as the best performer in cultural countinously twice in college from 3 delhi girls battalion ncc
- 2.won various prize in debate competition tamil at school and college level

EDUCATION

2016 - 2019Bapu dham, Chanakyapuri, New Delhi
BA .HISTORY HONS in HISTORY | GPA: 6.25
Maitreyi College University Of Delhi

INTEREST

- 1.Have unlimited love for dance
- 2.doodling
- 3.cooking
- 4 have more interest in art and craft specially making best out of waste

LANGUAGES

Tamil | Hindi | English