

B. SRISHTI RAO

Operation Associate

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Professional Summary

Customer-focused Operations Associate with 3+ years of experience in process coordination, client communication, and support operations.

Core Competencies

- Customer Relationship Management
- Chat & Voice Support
- Inbound & Outbound Call Management
- Operations & Coordination
- CRM & Ticketing Tools
- Data Management & Record Keeping
- Client Presentations
- Problem Solving & Escalation Handling
- Team Collaboration & Coordination
- MS Office (Excel, Word, Outlook)

Professional Summary

Operation Associate in askITians || May 2022 to present

- Collaborated closely with managers and team members to successfully complete all assigned operational tasks.
- Managed day-to-day operational tasks, supporting internal teams and client communication.
- Served as a primary point of contact for customer communications, expertly handling a high volume of inbound and outbound calls.
- Managed customer inquiries and communications via chat, calls, and email—ensuring high satisfaction rates.
- Delivered service/product representations to prospective clients during demo or onboarding calls.
- Maintained accurate internal records and reports in Excel and company CRM systems.
- Ensured consistent quality service by establishing and enforcing organizational standards and compliance protocols.
- Coordinated with sales, academic, and technical teams for issue resolution and escalations.
- Supported marketing efforts through backend operations, data entry, and customer engagement tracking.

Sales Intern for over 6 months

- Resolved complex customer inquiries, contributing to customer satisfaction and retention

Educational Qualification

- Bachelor of Commerce (B. Com) | Kamla Nehru College, Korba (Chhattisgarh) | 2016 – 2019
- 10th & 12th | Beacon English Higher Secondary School, Korba (Chhattisgarh) | 2014 & 2016

Awards & Acknowledgements

- Received multiple appreciations from higher management regarding my work
- Efficiently resolved many customer issues, often earning praise from customer for my efforts
- Participated in School and College level DEBATE & GROUP DISCUSSIONS and received applaus.
- Participated in Various Colleges level seminars.

Personal Skills

- Excellent time management skills and ability to prioritize work
- An Analytical mind with problem solving skills
- A Team Player with leadership skills
- Excellent written and verbal communication skills
- Strong organizational skills with the ability to multi-task

Personal Details

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| ➤ Date of Birth | : 27-02-1999 | ➤ Gender | : Female |
| ➤ Nationality | : Indian | ➤ Languages | : English, Hindi |
| ➤ Marital Status | : Single | ➤ Address | : Raipur, Chhattisgarh |

Declaration

I hereby declare that the information furnished above is true to the best