

# Nishtha Srivasatva

A highly motivated, confident individual with exceptional multi-tasking capabilities and able to work in a target driven, busy call centre environment. Hardworking with excellent attendance and punctuality records who can work equally well alone or as part of a team. Can communicate effectively with people from diverse backgrounds and would be an asset to any employer who respects loyalty and responsibility.

Keen to find a challenging position within an ambitious employer where I will be able to continue to increase my work experience & develop my abilities.

## AREAS OF EXPERTISE

*Query resolution Customer service Handling complaints Up selling*

*IT skills*

*Office administration*

## PERSONAL SKILLS

*Excellent telephone manner*

*Assertive Listening Confident*

## WORK EXPERIENCE

Survey Process and Insurance : THOTZ PVT LTD ( UK )

Senior Customer Care Executive : January 2012- February 2014

Taking information from the customer about their Gas and Electricity Bill and trying to switch their supplier .

To verify all the information of the customer with our records and let them know about our insurance plan what all benefits we are ensuring the customer about the policy.

Money Changer : Nafex Bureau PVT LTD (India, Dubai and UK)

Business Developer Executive : March 2014- Present

B2B with the money changer to tieup with us as we are going o help them business as we were an online aggregator for foreign Exchange.To help them with the formalities to be the part of out organization

*P*roviding advice, information and assistance to callers.

Attempting to resolve all enquires on first contact with the caller.

Making sure that all telephone calls are answered promptly.

Dealing with a customers queries, requests, orders or complaints.

Following up customers by calling them back.

Research required information for callers using available resources.

Essentially receiving up to 50 incoming calls from customers daily.

Involved in processing orders, forms and applications.

Accurately recording details of calls and issues on logging software.

Having a professional and courteous manner at all times.

Identifying and escalating priority issues or customer complaints.

Sending emails to clients answering their enquiries.

Taking ownership on all calls and queries answered.

Arranging appointments for engineers to attend premises & make repairs.

## KEY SKILLS AND COMPETENCIES

Able to handle complex calls and situations.

Demonstrating empathy and understanding when talking to customers. Able to deal with irate, abusive and irate callers.

A proven track record of handling high volume calls. Can type up to 30 wpm.

Excellent listening and problem solving skills. Excellent communication skills and telephone manner.

Good keyboard skills and knowledge of customer service principles & practices.

## ACADEMIC QUALIFICATIONS

Bachelor Of Arts

*Isabella Thoburn College :- 2009-2012*

*12th ISc*

*Jesus and Mary :- 2007-2008*

*10th CBSE*

*Xavier's High School :- 2005-2006*

## PERSONAL DETAILS

*Nishtha Srivasatva*

*201 A SARAYU ENCLAVE*

*18TH CROSS*

*OPP RAGTVENDRA TEMPLE*

*HULIMAVU*

*Mobile : 080500 64858*

*Email : nishatni082@gmail.com*

*DOB: 23/07/1989*

## Declaration:

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Place:** Bangalore

**(Nishtha Srivasatva)**