



PROFILE

I am a committed, friendly and hardworking Customer Service Executive with a passion for providing excellent customer service at all times. In my current role having more than 2 years of experience in same field, I always have the needs of the customers and the reputation of the organization at heart. I have dealt with customers' enquiries and complaints face-to-face, over the phone and via email. My excellent customer service and communication skills, combined with my relevant work experience, make me a real asset to any organization that I work for. I am sure that my current experience of visa processing will help me in achieving goals in new role.

CONTACT

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Preferred Contact By Email Only As
Phones Are Not Accessible During
Working Hours In Current Job

HOBBIES

Riding Bike
Reading Newspapers
Watching Movies, Web Series
Travelling

TARUN JAIN

EDUCATION

CBSE Delhi
2009
[Marks 72.20%]

CBSE Delhi
2011
[Marks 76.20%]

Hindu College, Delhi University
[2014], B A (Hons) 64.50%

WORK EXPERIENCE

VFS Global - Customer Service Executive

01/03/2017–Till Date

Currently handling New Zealand VAC New Delhi counter operations as Counter SO. Handled different departments in VAC i.e. Back office operations, Digital VAC Scanning of applications, responding to Email queries, co-ordination with NZ Embassy for queries.

SKILLS

- Customer dealing
- Sales of VAS
- Resolving queries and escalations of customer
- Good communication skills
- Strong willingness to learn new skills and abilities
- Team player
- Visa processing and application requirements knowledge
- Vast experience in Visa Application Centre