

CURRICULUM VITAE

Name:- Neha Sharma

Mobile:- +91-7793013191

Address:- 378C, Jadon Nagar, Maharani Farm,
Durgapura, Jaipur (Rajasthan)

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CAREER OBJECTIVE:-

- *Acquire a Leadership position in an industry that is looking for growth, strong leadership, customer value and commitment to excellence.*

ACADEMIC QUALIFICATION:-

- *MBA from Regional technology university, Jaipur*
- *B. COM. from Rajasthan technology university, Jaipur*
- *12th (Science) from MP Board*
- *10th from MP Board*

PROFESSIONAL EXPERIENCE:- More than 3.5 Year experience in soft services provided to customer and worked with leading BPO's

- *Customer Support Executive – Teleperformance Pvt Ltd. Jaipur from Aug 2017 to Dec'2018.*
- *Quality Analyst –Teleperformance Pvt Ltd, Jaipur from Jan'2019 to Jan' 2021 and now working in MattsenKumar LLC Jaipur from Feb'2021 to currently working.*

ROLE & RESPONSIBILITIES:-

- *Taking Briefings & Quality Sessions of Team.*
- *Always a part of activities drive-by Training/Quality Team for the improvement of process.*
- *Responsible for highlighting the customer and product-related concerns to the External Client.*
- *Conduct refresher sessions on product & soft skills for the agents to ensure perfection.*
- *Maintaining the Quality Conscious Culture in the Process.*
- *Also taking part in dip check audits.*
- *Monitoring Call Quality and giving feedback to the agents.*
- *Handling and resolving all queries of individuals.*
- *Certifications of NHT at Inbound.*
- *Conducting calibration with service partners & further publishing the report.*
- *Responsible to Track and Monitor CSAT No Calls.*
- *Also, monitoring good and bad calls*
- *Conduct root cause data analysis and summary*
- *Also, publish the report to measure the quality checks*

ACHIEVEMENTS:-

- *Best quality performer in every months.*
- *Employee of the month.*
- *Best turnaround & significant contributor.*
- *Took initiative to improve process health*

KNOWLEDGE OF SOFTWARE:-

- *M.S Office*
- *Excel*
- *Internet*
- *PPT*

SKILL & HOBBIES:-

- *Strong Communication Skills*
- *Team Handling & Management Skills*
- *Understanding Of Client Expectations*
- *Love To Listening Music*

LANGUAGES KNOWN:-

- *English and Hindi*

STRENGTHS:-

- *Self Confidence and dedication with hard work are my strength.*
- *Excellent Problem Solving & Keen Attention*
- *Critical Thinking*

PERSONAL DETAILS:-

Name	: Neha Sharma
Fathers Name	: Shri niwas Sharma
Mothers Name	: Kiran Sharma
D.O.B.	: 11-11-1995
Sex	: Female
Nationality	: Indian

Date:-

Place:-