

## **SARAN SRIVASTAVA**

### **Personal Details**

**Address:** C.S.K.M Public School New Delhi 110074

**Ph. No:** 9654501535

**E-mail ID:** sunnesri03@gmail.com

**Date of Birth:** 03-Nov-1995

**Marital Status:** Single

### **Career Objectives**

Possess strong team leadership, motivational, and coaching skills. Technically astute with experience in telephony systems technology.

### **Work Experience:**

• **Working With CTECH INFO SOLUTION as Analyst from 01 April 2021 to 31 June 2021.**

✚ **Worked with R1-RCM as “Analyst” from 06<sup>th</sup> Jan 2020 to 15 Oct 2020.**

- Working with AR follow up department with international US medical insurance firm.
- Involves outbound calling, email follow – up and chat communication with the customers.

✚ **Worked with American Express as a “Business Analyst” from Jul 2018 to Apr 2019.**

- Verifying applications as per the process guidelines and ensure that it is completed within timeline.
- Post verification, scanning the documents and copying the same in the repository.
- Sending acknowledgement emails to the applicants.
- Follow up with applicants in case of pending documents if any

† **Worked with CSKM Public School as a “Receptionist” from March 2016 till Jun’18.**

- Attending incoming calls throughout the day and transferring the same to relevant department/individual
- Handling all reception activities.

### **Key - Skills**

- Good in maintaining Public Relations.
- Handling customer query/complaints effectively
- Ensuring timely resolution resulting in increased satisfaction rate from customers.
- Can manage all administrative work easily.
- Has good knowledge of Chat, Voice & email campaigns in BPO (International processes).
- Good knowledge of with MS excel, word & PowerPoint presentation.
- Hard-worker with result oriented approach.

### **Education**

Qualification	Board/University	Year of passing
B. Com	IGNOU	2017
Sr. Secondary School (XIIth)	CSKM Public School, CBSE Board	2013
Secondary School (Xth)	CSKM Public School, CBSE Board	2011

**Signature:**