**Priya Tanvar**

Contact no -9891077672

Email id- Tanwar17priya@gmail.com

**PERSONAL INFORMATION**

Date of Birth: 19/09/1990

Nationality: Indian

Religion: Hindu

Interest: music & Chesh

**PERSONAL QUALITIES**

 Remarkable analytical, logical  Innovative in assessing the

qualities of people.

 Efficient in communicating well in writing and verbal both.

 The ability to motivate people.

**STRENGTHS**

 Ability to lead, have taken various initiatives, self starter

 Excellent analytical abilities and posses good decision making power

 Enthusiastic, Confident and always willing to learn & explore new avenues

 Good at building professional relationships

 I move quickly to bridge the knowledge gap.

**COMPUTER SKILLS**

**CURRICULUM VITAE**

**OBJECTIVE**

To acquire relevant professional skills and implement them for achieving excellence in the work field & to contribute to the profit of the organization in the competitive market through hard work and teamwork.

**CURRENT PROFILE & EXPERIENCE**

**Concentrix**

* **I have been working with Concentrix since 19 feb 2018 to 28 April 2022**
* **Onfido- 19 Feb 2018 to 20 august 2019**

**Chat process – August 2019 to 28 April 2022 (International process)**

**KEY COMPETENCENCIES**

* Give resolution to our client through chat, when we receive any escalation
* Answers questions from the customer. Communicate with the customer in real-time. Provide updates on the status of the order. Assist the customer with any issues they have with their orders, products, or services.

 MS Office (basic)

 WINDOWS, Mac OS

**ACHIEVEMENTS**

 Have received number of positive feedbacks from the Client team in US for handling critical high-volume work.

 Champ of the Month Award.

 Got promoted as Issue processor

 Awarded for “Top performer”

 Nominated for the fun club committee to support the **HR** in the extra curriculum activities on the floor

 Helping team on quality improvisation by sharing the best practices

**RESPONSIBILTIES:**

 Team Management  Data Maintenance

 Trained new employees in the process  Work Allocation

 Sending of work condition & other reports to customer

 Designed a standardized process for updating of data and ensuring accuracy of information.

**KEY COMPETENCENCIES**

**PROCESS MANAGEMENT**

 Executing a customer care executive responsibilities in accordance with the organization’s policies and applicable laws viz.training new associates and resolving team query’s in regards to processing different work item.

 Validating proper documentation before enrolling the policies in any product of ALLSTATE.

 Interacting with workflow partners through e-mails and weekly calls to review and resolve operational issue as well as implement new process & procedure changes.

 Ensuring team is aware of al updates and changes in policies\procedure and processes.

 Monitor internal & client escalations and provide them with best possible solutions.

 Multi-tasking

**EDUCATION**

 Bachelor’s degree in (B.com) from Delhi university

 12th C.B.S.E. in 2009.

 10th C.BS.E in 2007

**Declarations:**

It is hereby declared that any information furnished by myself is found incorrect and illegal then the company or organization will posses the full right to disqualify me and take me out of the company.

***Thus, if given a chance will perform and prove my worth at a higher responsible position.***

Date: 17TH April 2022

**Priya Tanvar**