

# Ekta Shukla

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Current Location: Greater Noida West, India

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## Summary

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- Possess a diverse range of expertise, gained through 8+ years of professional experience across various domains in voice and chat process.
- Worked with Ienergizer for credit card client – Credit One Bank, Sprint - Telecom
- Proficient in both verbal and written communication, as well as strong in negotiation.
- Experienced in both inbound and outbound processes including calls, text & emails.

## Education

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- Grade 10 – 2010, Merry Angels Public School, Noida, U.P. (CBSE) with 7.4 CGPA.
- Grade 12 – 2012, Nehru International Public School, Noida, U.P. (CBSE) with 79 %.
- B. COM ( Prog.) – 2015 - Ramanujan College (formerly known as Deshbandhu College (Evening) of D.U. South Campus. (Regular).

## Professional Experience

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### Cynet Health

**Talent Acquisition Associate** – Noida, UP

Sep 2023– Jun, 2024

- Actively sourcing candidates through job portals like monster, jobdiva, indeed, HealthJobsnationwide.com and CareerBuilder
- Social Media Recruitment – For some specialized skills using social networks like LinkedIn, Facebook etc.
- Employee referrals - Hiring quality and cost-effective resources through Employee referrals.
- Recruiting the candidates on different Travel contract hiring modes or Temp to Permanent travel contact mode.
- Discussing candidates's Job preferences, evaluating candidates' strengths and skills and comparing them with clients' requirements.
- Negotiating schedules, pay rates, and other terms and conditions of employment with consultants.
- Recruiting for positions like RN, LPN, Surgical Tech, Sterile Tech, Pharmacy Tech, Phlebotomist, Radiology Tech, Respiratory Therapist, MRI Tech, Med Tech etc.
- Hands-on experience dealing with travelers and taking care of additional tasks including booking hotels and cabs for consultants and being in constant touch with them ensuring a successful start.
- Ensure daily, weekly and monthly reports are sent to the Recruitment Manager as agreed within the specified time frame.
- Manage and assure maximum revenue generation, ensuring monthly targets and deliverables are timely met.
- Clients Dealing with: NYCHH+ Aya healthcare, Health Trust, Trio Nursing – AHSA, Trinity, Prime Health, Stability, Ascension, Norton medical center.

## **iEnergizer**

**Sr. Customer Service Executive** – Noida, UP

Feb, 2018– Jul, 2022

- Handling 90+ calls daily
- Providing accurate information like fees, time duration, cancelling services and account information as per customer request etc.
- Energetic greetings and proactive response to provide basic information like Balance, due date, minimum due amount.
- Branding through promoting Credit One Bank website, app thereby informing about self help options.
- Assistance to new applicant queries.
- Closure of accounts as per card holder request.
- Contribution to customer care to achieve highest customer satisfaction
- Train and assist entry level customer service officers by helping them while listening their calls.

## **iEnergizer**

**Sr. Customer Service Executive** – Noida, UP

Oct, 2015– Nov, 2016

- Handling 3 chats together daily.
- Customer Service through Chat assistance.
- Assisting Customers in completing the Sales transaction online.
- Branding through promoting Sprint website, apps and other products thereby informing about self help options.
- Transferring Chat to concerned department by recognizing their needs.
- Recommending products of Sprint such as Plans, add ons & various devices.
- Contribution to customer care to achieve highest customer satisfaction
- Train and assist entry level customer service officers by helping them.

## **Rewards & Extra Circular Activities**

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- Got Scholarship from D.U.
- Got 'C' Certificate from Army Wing of NCC.