

Proactive banking professional with experience in customer service, issue resolution, and data management. Skilled in coordinating across teams, solving complex problems, and ensuring seamless branch operations. Committed to delivering exceptional customer experiences and driving process efficiency

WORK EXPERIENCE

Assistant Manager

Kotak Mahindra bank

08/2024 - Present

Achievements/Tasks

- Managed escalated customer issues by coordinating with branches and ensuring timely resolutions.
- Handled customer data meticulously, updating and maintaining records in spreadsheets for accuracy and efficiency.
- Responded to and resolved queries through email communication, ensuring high standards of customer service.
- Facilitated branch support by providing access to resources and solutions unavailable at branch level.

CRM Executive

iEnergizer

07/2023 - 08/2024

Achievements/Tasks

- **Issue Resolution:** Troubleshoot and resolve customer complaints or problems efficiently, escalating complex issues to higher-level support when necessary.
- **Customer Assistance:** Provide prompt and courteous assistance to customers over the phone, addressing inquiries, resolving issues, and ensuring customer satisfaction.
- **CRM Management:** Utilize CRM software to document customer interactions, update customer information, and track the resolution of customer issues.
- **Feedback Collection:** Gather customer feedback and insights to help improve products, services, and customer support processes.

SKILLS

- Microsoft excel
- Emails Handling
- Data Management
- Communication skills
- Problem solving
- Team collaboration
- Data Shortlisting
- Soft skills
- Customer Relationship management
- Microsoft word
- Attention to details
- Management skills
- Data fetching
- Decision-Making

ACHIEVEMENTS

- SENIOR NATIONAL PLAYER (2023)
- 14TH SENIOR NATIONAL NETBALL CHAMPIONSHIP 2023
- SENIOR NATIONAL PLAYER (2022)
- 13TH SENIOR NATIONAL NETBALL CHAMPIONSHIP 2022

LANGUAGES

- English
- Professional Working Proficiency
- Hindi
- Full Professional Proficiency

EDUCATION

B.Com

CCS University, Merrut

2019 - 2022

Intermediate (10+2)

Ingraham Institute, Ghaziabad

2019

High School

Ingraham Institute, Ghaziabad

2017

INTERESTS

- Travelling
- Digital content creation
- workout
- cricket