

# CHANDNI BANO

ADVISOR

PHONE | (+91) 9654070811

EMAIL | moony3775@gmail.com

LOCATION | New Delhi, INDIA

EXPERIENCE | 2 Years 0 Month

## Key Skills

- MS Office
- Complaints Resolution
- Team Coordination
- Quality
- Product Knowledge

## Certification

- Diploma In Computer Application
- Certificate In Digital Marketing

## Languages

- English
- Hindi

## Hobbies

- Keen Interest In Badminton Painting And Dancing.

## Profile Summary

Seasoned Associate with 2 years of experience dedicated to providing highest quality service and making customers feel welcome. Committed to exceeding sales expectations and furthering company goals. Timely and situationally aware employee dedicated to supporting productive work environments.

## Work Experience

### Advisor

Concentrix

03/2022 - 09/2024

Enhanced customer satisfaction by addressing and resolving issues in a timely manner.

Contributed to team meetings with valuable input, fostering a collaborative work environment.

Responded to customer needs through competent customer service and prompt problem-solving.

Improved first-call resolution rates by providing accurate information and effective problemsolving skills.

## Internship

Signature Global, 3 Months

## Education

B.B.A/ B.M.S - Management

2021

Maharishi Dayanand University (MDU), Rohtak

Grade - Pass

**12th**  
2017

CBSE , English  
Grade - 55-59.9%

**10th**  
2015

CBSE , English  
Grade - 75-79.9%