

NIDHI SETHI**Credit Card ~ Customer Service ~ Social Media Skills ~ Back-End Operations**

Industry Preference: Banking / Credit Cards / Financial Services

Location Preference: Delhi & NCR

Profile Summary

- A competitive professional offering rich experience of over 6 years in managing Customer Service, Back-end Process Operations & experience
- Extensive experience in various profiles, with time management, teamwork, timely response to customers
- Merit of working quickly and efficiently, multi-tasking, interpersonal skills
- An unwavering commitment to ensure adherence policies, procedures, process maps, matrix, escalation guidelines and approval limits, business continuity, organizational charts, websites,
- Capable of identifying improvement areas and implementing adequate measures to maximize customer satisfaction level
- Acquired functional exposure in preparing MIS reports for providing feedback regarding different aspects as required in organization
- Capable of being abreast with generic knowledge on CS skills
- Excellent communicator with good verbal and written English
- Strong organizational, Interpersonal skills with confidently speaking to customer to resolve their queries

Work Experience**Teleperformance , Gurgaon**

- Auditing US client-Blue Crew I-9 form for employment verification of it's crew members
- Calculation of sick time & lunch hour for payroll processing on weekly basis
- Verification of documents of Bluecrew applicants such as SSN, Birth Certificate and Licenses
- Process changes pertaining to their contact to ensure they are available in 60 miles radius for job opportunities

Mobikwik, Gurgaon**Key Result Areas:**

- Handling escalation emails from T1 and on our channel directly specified TAT to provide resolution within TAT
- Working on JIRA tool to access the changes in system and obtain transaction status via IMPS
- Mentored V KYC voice campaign for wallet activation services
- Prepare SOP for new incumbents & develop action plan wherever necessary
- Tracking all reopened cases and ensuring closure via interacting CX and other teams
- Maintaining MIS for customers need for communicating with internal teams

Core Competencies

- *Process Re-engineering*
- *Client Relationship Management*
- *Quality Assurance & Control*
- *Internal Control & Audits*
- *Escalation Resolution*
- *Escalation Management*
- *Providing RCA*
- *SOP & SLA Adherence*
- *MIS Management & Documentation*

Soft Skills

- *Team Leading Skills*
- *Effective Negotiator*
- *Communicator & Presenter*
- *Motivator & Collaborator*
- *Detail-Oriented*

Education

- *MBA (Finance and Operations) from Symbiosis DLP, Pune in 2016*
- *BBA from Ritu Nanda College from G.J.U in 2010*
- *Intermediate and Matriculation from D.P.P.S in 2007 & 2005 respectively*

PayU Payments Pvt. Ltd



Edit with WPS Office

- Provide response to customers and merchants about the transaction status
- Liaise and speak to bank authorities for clearing transactions
- To maintain liaison with other teams for smooth flow of work

WIPRO LIMITED

- Worked with Hilton Hotel US employees for their insurance coverage
- Modifying the coverage of employees over TBA as per the request from HR Team
- Preparing dashboards and reports on daily basis for team
- Maintaining daily and monthly workflow pending reports
- Conversing with Hilton US counterpart over skype calls to ensure correct and efficient work management

GE CAPITAL – SBI CARDS

- Handling nodal channel of escalation via e-mail and calls
- Ensuring TAT adherence for revert to customers
- Using decision-making skills in responding to customers promptly
- Coordinating with several teams to provide resolution to the customer
- Maintaining MIS and having hands on experience on vision plus software used globally

WEB HELP INDIA PVT LTD

- Handling chats and calls of UK based Customers for a leading telecom Brand EE – Every time Everywhere
- Meeting the desired CPH & ACL norms with efficiency
- Performing functions such as data entry, data management and data retrieval
- Suggest, promote and guiding customers on filing complaints, refunds, and replacements

Work Experience

- *Currently working with Teleperformance BPO as a senior Customer Care Advisor since September*
- *Worked with Mobikwik since August 2021 as Senior Executive till June 2023*
- *Worked with PAYU from August 2019 to Jan 2020*
- *Worked with WIPRO Limited since May 2018 till March 2019*
- *Worked with SBI cards from August 2017 to May 2018*
- *Worked with WEBHELP India since Feb 2016 to Feb 2017*

