

## **GAZAL SHIRIN**

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## **PROFESSIONAL SUMMARY**

Motivated and customer-oriented professional with over 2 years of experience in customer support roles within BPO sector. Proficient in handling high-volume inbound and outbound calls, providing solutions to customer concerns, and maintaining excellent service standards. Adept at working in both national and international BPO environments. Proven ability to adapt quickly, learn new systems, and exceed performance metrics.

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## **EXPERIENCE**

### **Teleperformance (Flipkart Process)**

*Senior Associate – Customer Support*

*July 2024 – July 2025*

- Delivered high-quality assistance to Flipkart customers, addressing queries related to orders, returns, payments, and delivery.
- Resolved customer issues with empathy and efficiency, maintaining customer satisfaction and loyalty.
- Utilized CRM tools to manage and log all customer interactions accurately.
- Met and exceeded daily KPIs including call resolution time, CSAT score, and quality metrics.

### **Cogent E-Services**

*Associate – Customer Support*

*November 2023 – June 2024*

- Provided voice-based support for clients in e-commerce and logistics domains.
  - Demonstrated problem-solving skills to resolve technical and service-related concerns.
  - Maintained a professional and composed demeanor in handling escalated issues.
  - Consistently received positive feedback for clarity, patience, and communication skills.
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## **EDUCATION**

**B.Sc in Zoology** – Uma Pandey College, 2024

**Senior Secondary (Science)** – BRB College, Samastipur, Bihar (BSEB), 2020

**Matriculation** – Millat Academy, Samastipur, Bihar (BSEB), 2018

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## **CERTIFICATIONS**

- **Basic MS Office Certification** – Proficient in Word, Excel, PowerPoint, and Outlook

- **Skill Development Program** – Communication and Interpersonal Skills Training

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## **TECHNICAL SKILLS**

- MS Office Suite (Word, Excel, PowerPoint, Outlook)

- Google Workspace (Docs, Sheets, Drive, Gmail)

- CRM Software Experience

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## **KEY SKILLS**

- Customer Relationship Management
  - Inbound and Outbound Call Handling
  - Conflict Resolution and Complaint Handling
  - Multitasking and Time Management
  - Communication & Interpersonal Skills
  - Adaptability in fast-paced environments
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## **LANGUAGES KNOWN**

English, Hindi, Urdu

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## **HOBBIES & INTERESTS**

- Cooking and experimenting with new cuisines
  - Reading fiction, biographies, and self-development books
  - Exploring new cultures, ideas, and technologies
  - Trying new activities and stepping out of comfort zone to learn and grow
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## **PERSONAL DETAILS**

Father's Name: Md Naushad  
Date of Birth: 20th August, 2004

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## **DECLARATION**

I hereby declare that the above information is true to the best of my knowledge and belief.

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**(Gazal Shirin)**