

MONIKA JAISWAL

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SUMMARY

Engaging professional with experience assisting customers. Answered questions and resolved problems by sharing deep knowledge of products and services. Customer-focused Customer Associate known for high productivity and efficiency in task completion. Specialize in effective communication, problem-solving, and time management skills. Excel in environments requiring strong interpersonal abilities, active listening, and empathy to enhance customer satisfaction and loyalty.

WORK EXPERIENCE

Tech Mahindra

CUSTOMER ASSOCIATE - UBI BANK

- Collaborated with team members to resolve customer complaints promptly.
- Facilitated communication between departments to enhance customer satisfaction.
- Ensured all transactions were processed in accordance with established procedures.
- Assisted customers with inquiries and provided product information efficiently.
- Maintained up-to-date knowledge of products and services offered by the company.

EDUCATION

Bachelor of Education B.Ed., St. Andrew's College, Gorakhpur	June 2023
Master of Commerce M.Com., Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur	June 2022
Bachelor of Commerce B.Com., Deen Dayal Upadhyaya Gorakhpur University, Gorakhpur	June 2020
Intermediate, CBSE Nav Jeevan Mission School, Deoria	2017
Highschool, CBSE Nav Jeevan Mission School, Deoria	2015

CERTIFICATIONS

- CTET Certificate, 2023
- CCC Certificate, 2019
- One Year Diploma Course in DBMS, 2017-18
- One Year Diploma Course in E-Commerce, 2019-20

SKILLS

- Problem solving
- Excel proficiency
- Time management
- Team collaboration
- Presentation skills
- Customer service

LANGUAGES

- English
- Hindi