

Naina Kalyan

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OBJECTIVE:

To achieve a challenging position that provide sample opportunities to learn as an individual and a professional, utilizing my skills, achieving perfection in knowledge of multiple domains, job satisfaction and enhance my positive attitude towards work that could be an asset to the organization.

CAREER SUMMARY

Started with this new job profile of managing customer but quickly set standards in the office gaining Trust and reputation from colleagues and superiors and was assigned the duty of maintaining quality Standard of the employees addressing customers.
Team work with meeting all goals set by the management.
1.6 Years of working experience in Customer support.

WORK EXPERIENCE:

Concentrix Daksh Services India Pvt Ltd, Noida

PROCESS: -Jio (Voice)

September2016–March2018

Tech Mahindra Limited

PROCESS: -Verizon (Voice)

February2019-October2019

Amazon Development Centre Noida

PROCESS: - Rosetta Japan (Emails)

October2019-October 2021

CURRENT ROLE AND RESPONSIBILITIES:

As a Senior Representative, the task set to my profile has always been to quickly handle any level of Grievances or complaint registered by customers. Work with right resource store solve an issue and Make sure the issue is resolved and customer is updated.
Encourage and inspire the team to fulfil their commitments and always meet the said weekly-monthly targets.
Communicate the ethics and morals of the company to fresh recruits and make sure everyone follows the regime and regulations set by the company and our superiors.

Responsible for break management and schedule adherence.

SKILL SET:

- Soft skill
- Good communication
- Customer service skill
- Disciplined approach

STRENGTHS:

- Positive attitude and ability to work under pressure
- Leadership quality
- Ability to reach goals

ACADEMIC QUALIFICATIONS:

- 10th BOARD /2007/ SHASHI PUBLIC SECONDARY SCHOOL
- CBSE Board: OVER ALL PERCENTAGE:58%
- 12TH BOARD /2012/ NATIONAL INSTITUTE OF OPEN SCHOOL
- NIOS: OVER ALL PERCENTAGE: 60%
- GRADUATION /2018/ SCHOOL OF OPEN LEARNING, DELHI UNIVERSITY
- GRADUATE, B A PROGRAMME

PERSONAL DETAILS:

- Husband’s Name: Gagandeep Kalyan.
- Date of Birth: 8th November,1991

LANGUAGES KNOWN:

1. Hindi
2. English

HOBBIES:

- Art & Craft.
- Visiting out with friends.
- Cooking.

DECLARATION: I hereby declare that all details given above are true to the best of my knowledge and belief.

(Naina Kalyan)

