

OJASVI SHARMA



ojasvisharma26@gmail.com



New Delhi India

PROFESSIONAL SUMMARY

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results. Expert at providing relevant information and options to successfully resolve issues. Upbeat and energetic with grace in handling difficult situations through resourcefulness and adaptability. Knowledge and experience of multiple tools and techniques used in BPO/KPO industry.

SKILLS

- Critical Thinking
- Maintenance and Repair
- Data Entry and Maintenance
- MS Excel
- POS Systems and Ordering Platforms
- Creative Problem Solving
- CRM Software
- Verbal and Written Communication
- Computer Diagnostics
- Troubleshooting Network Issues

EDUCATION

IINTM

New Delhi • 08/2019

BCA: Computer Science And Programming

Hansraj Model School

New Delhi • 04/2016

High School Diploma

WORK HISTORY

SunTec India - Senior Project Analyst

New Delhi, India • 09/2020 - 03/2021

- Researched and monitored social media campaigns and e-marketing campaign results.
- Provided research and development on products to showcase benefits and retain customers.
- Performing web research and maintaining the data and perform data cleaning and operations in MS Excel
- Works on different freelance projects like SEO research, E-commerce order placing and different Movies/Series tagging

Concentrix Daksh India Pvt Lmt - Customer Service Associate 1

Gurgaon, India • 06/2019 - 12/2019

- Developed and actualized customer service initiatives to decrease wait times.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.
- Improved operational efficiencies while managing customers requests, store inventory, transactions, new purchase orders and pricing needs.
- Offered basic technical support for clients on wide range of company products.