

Alpana Das

Operations Executive

Address 101, Kavya Nest , Nyathappa Layout, 179

BDA 80 Feet Road, Arekere, Bengaluru, KA, 560076

Phone 6361630081

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Adept at processing orders, accepting payments and resolving customer issues. Knowledgeable about training and overseeing team members, helping out in other departments. Good time management, multitasking and problem-solving abilities.

Skills

Team management

Verbal and written communication

Experienced with MS Excel, PowerPoint

C, C++, MATLAB

Work History

2018-12 - Current

Senior Process Associate

Swiggy Bundl Technologies Pvt Ltd., Bengaluru, Karnataka

- Supervised manufacturing process of Swiggy Stores (Pilot Project) .
- Participated in special projects upon request from department manager.
- Trained employees on proper procedures for the new process, with proper procedure and basic guidelines.
- Managed escalated customer orders in timely and professional manner.

2017-04 - 2018-11

Senior Customer Care Executive

Nestaway, Bengaluru, Karnataka

- Educated customers about billing, payment processing and support policies and procedures.
- Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
- Enhanced productivity levels by anticipating needs and delivering outstanding support.
- Promoted superior experience by addressing customer concerns, demonstrating empathy and resolving problems swiftly.
- Trained new personnel regarding company operations, policies and services.

Education

2012-08 - 2016-10

B. Tech: Electrical Engineering

NIT Raipur - Raipur , Chattisgarg

2016-08 - 2017-03

Post Diploma of Transmission And Distribution: Electrical And Power Transmission Installation

National Power Training Institute - Bengaluru, Karnataka

Languages

C

C++

MATLAB