

# Babita Negi

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## Objective

My aim is to secure a position in an organization which allows me to use my knowledge and skills while making significant contribution to the success of company and myself.

## Work Experience

### TELEPERFORMANCE

- Working for a process named Adobe which is a paid software provider across the globe and deals in applications like Acrobat, Illustrator, Photography etc .
- Total experience of 1 year and 7 months.
- Voice process

- Joined in the billing department where my role was to assist the customer with their queries related to billing.
- Later got promoted in retention department where my role is to retain customers who wish to cancel their subscription by providing them certain offers like promotional rate etc.

## **CONVERGYS**

- Worked for a process named Comcast which is broadband and cable provider for US.
- Total experience of 8 months
- Worked for an inbound sales process where the customer's initiates the chat for inquiring about the different packages for internet, home security, home phone and TV.
- My role there was to convert the chat into a sale by helping the customers with the best offer available in our database and further helping them to place the order for the same.

## **Education**

CBSE 10	DAV Public School, Vasant Kunj
CBSE 12	DAV Public School, Vasant Kunj
BA(Eng.) Hons.	Ram Lal Anand College, DU

## **Hobbies and Interests**

Reading

Writing

Learning

Dancing

## **Core Competencies**

Hard working, punctual and reliable.

Good interpersonal and communication, verbal and written skills.

Proven ability to lead a team.

Extensive management and administrative skills.

Strong team leading, monitoring and motivational skills.

## **Language Proficiency**

English and Hindi

## **Declaration**

I hereby declare that the facts provided in my resume are fully authentic and best of my knowledge.