Resume

Mamta

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**Objective :**

I want to be part of a successful, vibrant and growing organization and to contribute towards its growth by utilizing my skills and knowledge to the best of my abilities.

**Work Experience :**

**S M Infotech April 2014-Present**

**Designation:** Office Coordinator

* Greet and assist visitors when they arrive at the office.
* Follow office workflow procedures to ensure maximum efficiency.
* Maintain files and records with effective filing systems.
* Support other teams with various administrative tasks (redirecting calls, disseminating correspondence, scheduling meetings, photocopying, Scanning etc.).
* Monitor office expenditures and handle all office contracts.
* Perform basic bookkeeping activities and update the accounting system.
* Deal with customer complaints or issues.
* Monitor office supplies inventory and place orders.

**Convergys Services India Pvt Ltd April 2012 –March 2014**

**Designation:** Sr. Sales Officer (Comcast U.S Live Chat Process)

* Selling Phone, Internet and TV Cable services by ensuring compliance with United States Federal Regulations and agilest guidelines while providing excellent quality service.
* Offered Instant solution of customer problems by Concern Assessment.
* Provide resolution for billing related queries.
* Offered Value Added Services by Need Assessment.
* Activations, Use to do All Provisioning.
* Modifying Punches (time keeping system) for the entire team.
* Maintains reports like Downtime time tracker, over time tracker, etc.
* **Ensuring that process updates are made available to all agents.**

**Convergys Services India Pvt Ltd. Nov 2005 - Feb 2010**

**Designation:** Sr. Financial Dispute Analyst (Back Office US Capital One Banking Operations/Specialty Operations)

* Ensure compliance with United States Federal Regulations while providing excellent quality service.
* Resolution of credit card disputes in accordance to Visa & Master Card guidelines and adherence to Regulation Z under US Law.
* Maintains reports like Downtime time tracker, over time tracker, etc.
* Ensuring that process updates are made available to all agents.
* Worked in the Pilot batches of new software's called Orion and Cordiant.
* **Mentoring**- I have been elected as a Mentor in my team .I have been entrusted with the responsibility of working with associates under my supervision on their performance statistics, giving them constructive feedback and charting a progress path for them.
* **Floor Support**- I have undertaken various floor support opportunities, wherein I assist the new customer care officers/disputes analyst in capitalizing the knowledge they gained in the training room and applying it on disputes.
* Worked in the specialty queue of **General-Correspondence** i.e. updating address, issuing new cards to customers, changing name etc.
* Analyzing financial health of customers, updating credit history.
* **Quality SPOC**- worked as a **S**ingle **P**oint **O**f **C**ontact for quality related issues within the team of 16 associates.

**Parkash Communications(Airtel Franchise) Sept 2002-Nov 2004**

**Designation :**Customer Care Officer(Front Desk)

* Offered Instant solution of customer problems by Concern Assessment.
* Use to handle billing related queries.
* Offered Value Added Services by Need Assessment.
* Activations, Use to do All Provisioning.
* Coordinating with sales team.
* Update sales team about New Schemes.
* Worked as Cash collection officer.

**Core Compitencies**

Sales and Marketing, Relationship Management, office Management, Dealer Management

**Educational Qualifications**

**Bachelor of Commerce (Pass)**

College of Correspondence Studies, Delhi University April 2000-2005

**Other Courses :**

**DOEACC** Completed PGDCA (DOEACC ‘O' and ‘A' Level).2002-2004

**Primary Nursery Teacher Training Course**, Shiksha Bhawan Delhi. 2010-2011

**Personal Particulars**

Father Name : Mr. N.K Sharma

Date Of Birth :5th Jan 1982

Nationality : Indian

Marital status :Single mother

Language Known :English, Hindi, Punjabi.

Date : 02/11/16

Place: Sonipat, Haryana India (Mamta)