

Name: – Vandna Rathi
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Objective:

- To obtain position as per my skills at an organization and utilize the educational qualifications I've obtained and to work in an environment which encourages me to succeed and grow professionally where I can utilise my skills and knowledge appropriately.

Summary:

- Proven experience as a Client Service Representative
- Track record of over-achieving quota
- Strong phone contact handling skills and active listening
- Familiarity with CRM systems and practices
- Customer orientation and ability to adapt/respond to different types of characters
- Excellent communication and presentation skills
- Ability to multi-task, prioritize, and manage time effectively

Education:

- MCA, CCS University, 2021
- BCA, CCS University, 2019

Skills:

- Basic Computer Language
- Computer skills: - Basic Knowledge of Excel, Word Document and Power Point.
- Computer proficiency.
- Communication skills.
- Problem-solving abilities.
- Customer relationship management.
- Troubleshooting
- Interpersonal Skills
- Teamwork Skills
- Active Listening Skills
- Negotiation
- Time Management Skills
- Administrative Skills.

Experience:

Integrated Information Service Pvt Ltd
Verification Analyst (BGV process).

Asdintech service Pvt Ltd.

Responsibilities:

- Conducting various research to check university authenticity.
- Daily taking ups follow up through call or emails to university/colleges/institutes.
- Closing the education checks as per the agreed TAT with client.
- Working on escalation checks if escalation raises from client side.



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- Resolve clients concerns and answer client questions to best ability.
- Maintain a positive attitude and calmly respond to clients' complaints.

