



SRISHTISINGH

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PROFILE

Objective : To obtain a challenging position where my exceptional interpersonal skills and passion for delivering excellent service will contribute to the success of the organization. With my extensive experience in delivering exceptional customer service handling disputes, I am confident in my ability to handle any situation with a positive attitude, patience, and professionalism. I am committed to continuously improving my skills and knowledge to exceed customer expectations.

WORK EXPERIENCE

AMITYUNIVERSITY(UNIVO)

Presently working in Amity University(Univo) as Student Counselor since July, 2023.

Team Member Dx (Customer service)

FIS GLOBAL Business Solutions

📅03/2022-06/23 📍GURUGRAM,INDIA

- Provided exceptional customer service by actively understanding customers' concerns and ensuring prompt resolution of issues, resulting in a 95% customer satisfaction rate.
- Trained and mentored new customer service representatives, resulting a 40% reduction in training time and increased team productivity.
- Proactively identified and resolved potential customer issues, resulting in a 25% reduction in customer complaints.
- Collaborated with cross-functional teams to improve overall customer experience, resulting in a 30% increase in repeat business.
- Handled all aspects of customer disputes including review, research and providing effective resolution to complex issues.

Office Administration

LOKPAL OF INDIA

📅02/2020-09/2021 📍DELHI

Got an opportunity to work in a prestigious Government organization, where I worked under the Chairperson, a former Supreme Court Judge, and likeminded senior officials who had a vision to provide effective resolution to the problems of people of India across the country by openly voicing their issues in a lawful and fair manner.

This opportunity helped me in understanding customer grievances in person which has contributed to my skills in customer handling and shaping my human interpersonal skills.

Accountant & Administration Assistant

Maks Professionals

I got an opportunity to intern with this firm initially when I started my career.

Where I got the experience related to administration, accounts and more.

It has shaped my analytical skills and growth mindset.

STRENGTHS

SKILLS

#Communication, Problem-solving, Empathy

#Adaptability, Multitasking, Patience # Networking #Responsible

Communication skills



Problem solving skills



Active listening & learning



Analytical skills



Computer skills



Leadership skills



Collaboration



Multi tasking proficiency



Creative skill



SKILLS

Active decision making



Organizational skills



ACHIEVEMENTS

• Was top PRODUCTIVITY & CLOSURE RATE champ consecutively from July 2022-December 2022.

• In August 2022, was champ in all metrics i.e. PRODUCTIVITY, CLOSURE RATE, OSAT & RTF.

AWARDS

Top Performer FIS GLOBAL

📅 08/2022

• Was awarded for my work, where I excelled in every metric where I processed highest number of cases, RTF and OSAT and was also recognized for my collaboration and team management.

Top Performer FIS GLOBAL

📅 12/2022

Was recognized and awarded in 2 nominations:

• Highest Overall closure rate and RTF score and productivity of 100% in the month of November 2022.

• Highest RTF and OSAT in quarter 3.

• Mentioned in top 5 employees with highest promoters and client satisfaction.

HOBBIES



Capturing
moments



Feeling the music

EDUCATION

Commerce | Masters of Commerce
IGNOU

Commerce | Bachelor's of Commerce(Honors)
Delhi University

CA|Cleared CPT in first attempt
ICAI

MIS computer course
APTECH