

Pooja

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Career Objective:

To work with an organization providing dynamic and professional work environment, where I can effectively utilize my skills and knowledge and contribute to the collective growth of the team and the organization.

PROFESSIONAL SKILLS:

- Willingness to learn new things
- Ability to work in teams
- Positive attitude
- Good communication and relationship management skills
- Leadership

Work Experience:

VIDYA TOURS & TRAVELS: (Sr. Associate- Customer relationship (Oct 21st 2018- Present).

JOB RESPONSIBILITIES:

- Managing daily customer calls and chat- Taking travel bookings and packages-across pan india.
- Converting customer calls into revenue and sales for the company.
- Manage and monitor staff performance, providing guidance and support as and when required
- Coordinate with various departments to ensure seamless operations across the organization.
- Conduct regular performance evaluations, providing feedback and coaching to employees.
- Recruit, onboard and train new staff members.
- Plan and organize employee engagement activities, fostering a positive work culture.
- Stay updated on industry trends and changes in travel management and HR regulations.
 - Collaborate with senior management on strategic decision making and goal setting.

Vartika Enterprise.ltd : (Associate -Customer care (Feb-2017 – Oct-04-2018).

JOB RESPONSIBILITIES:

- Supervising day-to-day operations in the customer service department.
- Responding to customer service issues in a timely manner.
- Creating effective customer service procedures, policies, and standards.
- Developing customer satisfaction goals and coordinating with the team to meet them on a steady basis.
- Implementing an effective customer loyalty program.
- Maintaining accurate records and documenting all customer service activities and discussions.
- Assessing service statistics and preparing detailed reports on your findings.
- Hiring and training new customer service agents.
- Managing the approved budget of the customer service department.
- Staying informed on the latest industry techniques and method.

Education Qualification:

12th – Intermediate : SVS jr. College 2010- 2012

10th from SSC Board : Vaagdevi high school Hanamkonda 2009

PERSONAL DATA:

Date of Birth : 23th March 1993

Address : Flat No:101, RR Sai Teja , Apartment, Ameenpur
Hyderabad- 502032.

Marital Status : Single

Languages Known : Hindi, English, Telugu & Haryanvi

DECLARATION:

I hereby declare that the above-mentioned information is true and correct to the best of my knowledge.

Place: Hyderabad

(Pooja Taak)