

Ruchika Navneet Rai

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.

Personal Details:

- Date of birth: 09 January 1997,
- Nationality: Indian
- Languages known - English, Hindi, Marathi.
- Email ID: ruchikarai987@gmail.com
- Contact no: 9923459186 , 7507839837

Educational Qualification:

- SSC Passed from Maharashtra Board with 89% in 2012.
- HSC Passed from Maharashtra Board with 82% in 2014.
- TYB.COM Passed from Mumbai University with Grade O – (In percentage: 83%).
- MCOM Passed from Mumbai University with Grade A – (In percentage: 86%).

Skills :

- Working knowledge in SAP software
- Good knowledge of MS Excel, MS word, Powerpoint
- Mail handling
- Report analysis

- Problem-solving skills
- Time management

Certifications

- MSCIT
- TALLY ERP 9
- INFORMATION TECHNOLOGY TRAINING (ITT) BY ICAI

Experience:

Torrent Power Ltd.

Designation – Office Assistant

Job Title: Customer Care Representative.

Worked from – 3rd June 2019 working till date.

AS CASHIER: I handle all payments in terms of cash, cheque or DD. Prepare reports of all the collected payments at cash desk and provide to the finance team.

AS FRONT DESK OPERATOR: I handle all the customer queries regarding bill calculation, meter unit consumption, bill payments and other queries relation to electricity meter and power.

OTHER DUTIES PERFORMED:

- Registering new meter application request(residential, commercial or industrial meter)
- Verifying all the customer details mentioned on the form with attach documents.
- Forwarding verified form to the concern department and taking follow up on the same.
- Handling escalation of customer queries.
- Maintaining excel report of all the daily foot fall of customer and providing to the concern department.
- Provide first level trouble shooting related to the website issues as well as payment related issues.

- Ensuring continuous interaction with the customer to make sure that area of concern can be worked upon for improved service levels.
- Collaborating with the other teams to resolve the complicated issues.

➤ **SBI CARD BHIWANDI, MAHARASHTRA**

Branch Relationship Executive (Jan 2018 to sept 2018)

- Cultivated customer loyalty, promoted repeat customers and improved sales.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Recommended products to customers, thoroughly explaining details.
- Achieved sales goals and service targets by cultivating and securing new customer relationships.
- Worked independently with minimal supervision.

Synopsis:

- Good Analytical Skills
- Hardworking
- Optimistic Attitude
- Punctual
- Adaptable
- My Communication skills and ability to perform well under pressure deadlines makes me a good team player.
- Quick Learner

I hereby acknowledge that the information furnished above is correct to the best of my knowledge.