

RESUME

Chanchal

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DOB: 07/07/1996

Objective

Seeking a challenging career in an organization, where my knowledge and experience can be utilized for the growth of the organization as well as in a professional work environment And getting a better opportunity to prove myself.

Education

Aug 2018 - 2020

Master of Arts

Major: English Hons.

University: IGNOU, Delhi

Score: 60.38 %

Apr 2015 - June 2018

Bachelor of Arts

Major: English Hons.

University: Daulat Ram College, Delhi University

Score: 6.3 CGPA

Apr 2015 - June 2018

Senior Secondary School Examination

Major: 11th & 12th Class

University: CBSE, NEW DELHI

Score: 90%

Apr 2013 - May 2015

Secondary School Examination

Major: 10th Class

University: CBSE, NEW DELHI

Score: 7.4 CGPA

Experience

Sep 2023- Dec 2023

Global Service Desk Program by DXC Technologies

Jan 2023-Aug 2023

Global logics Technologies

Associate Analyst (Technical CHAT/EMAIL SUPPORT)

Oct 2021-Nov 2022

CONCENTRIX DAKSH PVT. LMT.

ADVISOR LEVEL 1 (CHAT/EMAIL SUPPORT)

Roles and responsibilities

Real-time Assistance: Provide instant support to customers through chat platforms. Respond to customer inquiries, issues, and requests in a timely manner. Respond to customer inquiries and issues via email in a clear and professional manner. Use proper grammar, spelling, and formatting.

Multi-tasking: Handle multiple chat conversations simultaneously while maintaining quality and efficiency. Ensure timely responses to emails within the established service level agreements (SLAs).

Problem Resolution: Diagnose and troubleshoot customer problems or concerns. Provide solutions and guide customers through step-by-step processes. Provide comprehensive and detailed responses to customer queries.

Product Knowledge: Acquire and maintain in-depth knowledge of products or services offered. Stay informed about updates, changes, and new features. Diagnose problems and provide effective solutions through written communication.

Documentation: Document and log customer interactions and details of the issues for reference and improvement purposes. Document customer interactions accurately, including details of the issues and solutions provided.

Knowledge Base: Contribute to the development and maintenance of a knowledge base for self-help and team reference.

Customer Education: Educate customers on product features, usage, and best practices.

Escalation: Escalate complex issues to higher-level support or other departments as necessary. Follow up with customers to ensure their issues are resolved and satisfaction is achieved.

Quality Assurance: Ensure the quality and accuracy of responses provided to customers. Provide comprehensive and detailed responses to customer queries. Ensure the quality and consistency of email responses.

Feedback: Collect and report customer feedback to improve products and services.

AIM

To provide a positive customer experience while efficiently addressing issues and inquiries. Staying updated on products or services is also essential.

Additional professional activities

- 1) Worked as President in the Poetry Society of Daulat Ram College.
- 2) Experience in managing Cultural & Technical fests.
- 3) Volunteered in "MANJHARI" annual fest of Daulat Ram College.
- 4) Good hand in "Content writing" and "Slogan writing".
- 5) Worked as an active member of the English Literature Society of Daulat Ram College.
- 6) Worked for U.G.C. sponsored National Conference on "MIGRATION AND IDENTITY : THE URBAN SUBJECT".
- 7) Participated in the Project in Personality Development program organized by Department of Physical Education & Sports Sciences, National Sports Organisation, Daulat Ram College, DU.

Hobbies

Playing Guitar & Reading Literature

Technical skills

MS Office/Word

Knowledge of film and photography

Steno writing speed of 80 wpm

Languages

English, Hindi, Punjabi and Marathi.