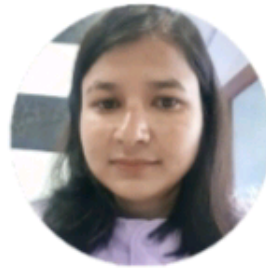


# RANJANA NEGI

TELECALLER



7060469914  
nranjana413@gmail.com  
Trishla Road  
Chandigarh, India

## EXPERIENCE

**Power Guard | 2022 - 2023**

Telecaller

Telecaller in an IT Company (Power Guard)

Developed and maintained strong relationship with customers to ensure a positive customer experience Provided customer service and technical support to address customer inquiries, complaints and feedback

Responded to customer grievances and frustrations resolving with a 92% succeed score Answerd questions, comments, concern related products and services.

Informs customers of new service available. Driven and motivated to hit targets

## EDUCATION

**Hemvati Nandan Bahuguna Garhwal University, Uttrakhand | 2015 - 2018**

BA

## PROJECTS

**Mnrega | 2020 - 2020**

Data Entry Operator

Process 1 year of experience in data entry

Demonstrate proficiency in Microsoft office suite, especially in ms-Excel spreadsheet

Utilized data entry skills to accurately enter and maintain large volume of attendance of employees into database

Used 10 key calculator and other key equipment to enter data accurately and efficiently

Mgnrega scheme (data entry)

Responsible for record details like workers attendance, work performed, wages, and other relevant

information accurate entry of beneficiaries.

Improved data quality and increase efficiency

Developed and implemented new data entry procedures and standards

Collaborate to cross-teams to troubleshoot and resolve data entry errors

Fill muster roll/ generate muster roll

Entry attendance data on portal

## Other Info

### Skills

ms office, emotional intelligence, interpersonal

### Interest

Music, Travelling

### Languages

English, Hindi



Ranjana Negi