

Priya Choudhary
Satguru Enclave Sector 18
Gurugram 122015
Mob. 8824674243
Email: pchou80980@gmail.com

Career Objective

To work in a creative, innovative and challenging environment to help the organization in achieving its objective in the most efficient manner by applying my skills and abilities and thereby growing with the organization

Profile

Customer service executive having one year of experience in customer service, customer support over calls, back office management, reply of queries to customer over chat. Specifically handling the customers who's having the queries related to the airlines by using Amadeus software.

Experience

1 year of Experience as Customer Service Executive at IGT Solutions Pvt Ltd Apr 22- Jul 23

Roles and Responsibilities:

- Answer all inbound call queries as per call flow procedure.
- Adherence to process to ensure high quality and good customer service.
- Assist Customer with respect to Booking / Cancellation / Re-schedule of travel plans etc. Solving customers queries related to Refund and baggages.
- Informing customers related to the flight schedule /delays etc. Follow escalation procedures for issues uncontrollable at agent level First call resolution.
- Break schedule adherence.
- Involvement in motivational activities, implementing feedback given during monitoring sessions.
- Updating various logs like escalation log, complaint tracker etc. Ensuring data security - proprietary data of customers. Reporting will be to a Team leader

Key skills

Customer Service Customer
Support Calling Customer
Service Operations
Service Excellence Management

Education

- **Bachelor of Arts** from Shekhawati University of Sikar, Rajasthan. (2022)
- **Higher Secondary School** from Board of Secondary Education, Rajasthan. (2019)
- **Higher School** from Board of Secondary Education, Rajasthan. (2017)
- **Diploma** in aviation, hospitality and travel from frankfinn institute of airhostess training.(Jaipur)

Language Proficiency: English and Hindi

Personal Details:

Father's Name: Mr Mahender Singh
Mother's Name: Mrs Saroj
Date of Birth: 02 March 2002
Nationality: Indian
Religion: Hindu

Date :
Priya Choudhary