



KIRTI RUSTAGI

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OBJECTIVE

To continue my career with an organization that will utilize my MANAGEMENT, SUPERVISION & ADMINISTRATIVE skills to benefit mutual growth and success.

EDUCATION

DELHI UNIVERSITY	2020
BCOM Grades - 60	
LAXMI PUBLIC SR. SEC. SCHOOL	2015
12th Grades - 60	
LAXMI PUBLIC SR. SEC SCHOOL	2013
10th Grades - 59	

EXPERIENCE

IENERGIZER	12/04/2019 - 31/01/2021
backend executive	
I worked as backend executive in which making reports of the email received by the customer of service related issue.	
IENERGIZER	01/02/2021 - 26/02/2023
Team Leader	
I promoted as Team leader.	
My Responsibility	
Handling guide the new advisor for KPI And KRA.	
<ul style="list-style-type: none"> • Manage the team and make sure no early logout and late login issues. • Feedback session for the quality scores or any negative call observe. • Pre and post shift briefing in which provide update. • Call is been audited so get to know the week points and negative point of advisor. • Real time Monitoring of breaks ,long hold and long calls so SL will met. • Making reports and sharing with everyone. 	
My KPI	
<ul style="list-style-type: none"> • SLA • AL • ACHT • CSAT • FCR • Quality score • Login adherence • Shift adherence 	
TELEPERFORMANCE	20/03/2023
Team Leader	
Still working in international process.	
My Responsibilities	
so get to know why advisor getting it and get it improve day by day.	
<ul style="list-style-type: none"> • Pre & post shift briefing to share the update and previous day performance. • Feedback session for quality audits and client review calls. • Real time Monitoring of breaks, long hold and long calls. • Take escalations if such required. • Handle OJT batch for 1 three weeks assist for the query on priority. 	
My KPI	
<ul style="list-style-type: none"> • SLA • AL • ACHT • CSAT • FCR • Quality score • Login adherence • Shift adherence 	

SKILLS

Good Computer knowledge.,Microsoft excel Knowledge.,Typing Speed 27 to 30 Wpm.,adaptive in any environment.,

PROJECTS

HYUNDAI CAR SERVICES IN IENERGIZER

worked as backend executive . Customer not satisfied with the hyundai service center services so they write mail to us and we make complaint on behalf of customer mail and escalate to client.

PNB BANKING IN IENERGIZER

working as team leader handling team which deal with customer issues related with transactions, dispute amount, fraud and missing funds as well as query related to loans and government benefits.

FIS FINTECH PROCESS IN TELEPERFORMANCE

Working as team leader where Handling team which deal with customer issues related to transactions, dispute, missing funds, not able to login on app, direct deposit as well query related gift card, overdraft and different card comes under walmart and greendot.

INTERESTS

Reading books., listen music and dance., explore new places and foods.

LANGUAGE

English, Hindi

ACHIEVEMENTS & AWARDS

I received Best Performer Award for 2 consecutive months in Energizer PNB Process..
I received Best Performer Award for 3 consecutive months in Ienergizer hyundai process.

Signature: _____



Kirti Rustagi