

Nivriti Sharma

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OBJECTIVE

To utilize the opportunity of working with a reputed and progressive organization. So where I can enhance my skills and can have growth in my career.

ACADEMIC QUALIFICATION

Undergraduate (Pursuing BBA)

Completed Class 12th from ST Joseph Convent School 80%

Completed Class 10th from ST Anthony's Secondary School 65%

EXPERIENCE

YES Germany (28th June 2021 – till date)

Designation – Customer Care Executive (Trainee)

Department – Voice & non voice process both

Roles and Responsibilities

- Handling software from which the inbound leads were generated.
- Handling all the inbound calls all over India.
- Resolving the queries of the customer.
- Ensuring strong customer satisfaction.

- Doing whatsapp chat and online chatting.

PERSONAL ATTRIBUTE

- Strong leadership qualities.
- Flexible and approachable with innovative ideas.
- Excellent communication skills.
- Curious to know new things and tackle with them.
- Self Reliant.

PERSONAL DETAILS

Father Name : Vikram Sharma

Mother Name : Sonia Sharma

Date Of Birth : 27:010:2003

Language : English, Hindi and Punjabi

DECLARATION

I hearby deaclare that information that is above mentioned is true and correct to the best of my knowledge.