



TARANJEET KAUR

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 8860221464

 New Delhi 110027

SUMMARY

To work with an organization where I can learn more and prove my abilities. My aim is to grow the organization and contribute fullest on my part in the achievement of organizational goal. Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability, and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

Hardworking employee with customer service, multitasking, and time management abilities. Devoted to giving every customer a positive and memorable experience.

SKILLS

- Basics to advanced excel
- Typing speed 35wpm
- Data Entry
- Good communication
- Fast learner, hard worker
- Teamwork and honest
- Appointment Scheduling
- Customer Service
- Problem Resolution
- Inbound Customer Service
- Customer Relationship Management
- Customer Relations
- Complaint Handling
- Self Motivation
- Inbound and Outbound Calling
- Relationship Building
- Excellent Communication

EXPERIENCE

09/2022 - Current

Customer Care Representative, City Car Care-Fixigo Pvt Ltd

- Answered customer inquiries over the phone and via email.
- Resolved customer complaints promptly and professionally.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Provided accurate, valid, and complete information to customers.
- Followed up on customer inquiries not immediately resolved by providing timely updates on the status of their requests.
- Supported customers to maintain positive relationships throughout and following sales processes.
- Provided feedback on customer service efficiency to deliver better support options.

12/2018 - 10/2022

Recovery Assistant, Baldev Finance Pvt Ltd

- Work was finance/loan on 4 wheelers
- Coordination work maintain all data
- Taking inquiries and all details of loan
- Performed unit testing of back-end components to ensure quality code delivery.
- Monitored client progress and provided feedback to clinical staff.

- Actively participated in weekly supervision meetings with administrative staff.

05/2017 - 08/2018

Front Office Administrator, Bombay Selection Pvt Ltd

- Coordination work, courier handling, cameras handling and making record taking inquiries and solving problems of clients.
- Served as a resource person for questions related to professional practice issues within the facility.
- Monitored patient progress and adjusted care plans as needed.
- Provided administrative support to executive team including typing memos, reports, correspondence and other documents as requested.
- Answered customer queries via email or telephone in a professional manner.
- Assisted in the preparation of meeting agendas, documents, presentations and other materials.
- Scheduled appointments, meetings and travel arrangements for staff members as required.
- Assisted with onboarding new employees by providing orientation information and scheduling training sessions.
- Managed incoming and outgoing mail; distributed accordingly.

01/2016 - 11/2017

Front Office Administrator, VR Trading Pvt Ltd

- Maintain all over data on daily basis
- Selling work of plumbing and firefighting valves
- Dealing with direct owners and clients in best discounted pricing.
- Identified customer needs and offered appropriate solutions to meet those needs.
- Answered incoming calls from potential customers and addressed their inquiries.
- Developed strong relationships with potential customers through consistent follow-up contact.
- Maintained in-depth understanding of company products and services to make suitable recommendations to customers.
- Generated new leads via cold calling techniques, referrals, networking events.
- Maintained accurate records of customer interactions utilizing CRM software.

08/2015 - 07/2016

Notes Administrator, Educational Institute

- Performed daily backup operations of Notes databases and log files.
- Created documentation for custom applications developed within the Domino platform.
- Configured mail routing rules for internal and external email delivery.

EDUCATION AND TRAINING

11/2016

Bachelor Of Arts
SOL Delhi University - New Delhi

07/2016

NIIT INSTITUTE
Advance Knowledge Of Computer.

07/2013

High School Diploma
Govt. Sarvodiya Kanya Vidyalaya - New Delhi

PERSONAL INFORMATION

- Husband's Name: S. Jasbir Singh
- Date of Birth: 20/Mar/1996
- Gender: Female
- Nationality: Indian
- Marital Status: Married
- Religion: Sikh

LANGUAGES

Hindi: First Language

English:  C1
Advanced (C1)

Punjabi:  C2
Proficient (C2)

HOBBIES

- Travelling
- Listening Music
- Cooking
- Learning
- Watching Movies
- Video Games
- Shopping

ACHIEVEMENT

- Best Outstanding performance certificate of appreciation in Q3 2020-2021 (Baldev Finance Pvt Ltd).