**RESUME**

**Personal Details**

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| **Name:-** | **Harshika Govind** | **WP_20160426_17_48_58_Pro (2)** |
| **Address:-** | **428metro view apartment sector 13 pocket B Dwarka, New Delhi-110078,India** |
| **Email id:-** | **Harshika0102@gmail.com****(skype)** |
| **Mobile number:-** | **9891827455,9868281271** |
| **Marital Status:-** | **Single** |
| **Nationality** | **Indian** |  |

**Educational Qualifications**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S.no** | **Degree** | **Year**  | **Board**  | **Percentage** |
| **1** | **10th** | **2005** | **CBSE** | **78%** |
| **2** | **12th** | **2007** | **CBSE** | **75%** |
| **3** | **Bachelor of Commerce** | **2012** | **Periyar University, Salem** | **55%** |

**CERTIFICATION:**

* **APTECH Certified -HTML, CSS, PHP,MySql,C,C++,Java.**
* **Twitter marketing certificate by Udemy.**
* **Color correction and grading with Adobe Premier Pro course certificate by Udemy.**
* **Web Development boot camp certificate by Udemy.**

**Work Experience**

**Busibud Inc -08 May,2020 to till date**

**Virtual Customer Service Associate**

* Assisting and answering the incoming queries of the customers with their order details, product specifications and grievances over email and live chat.
* Collaborating with management teams to stay updated on new products, services, and policies
* Recording customer information within our customer service database
* Engaging with clients in a friendly and professional manner while actively listening to their concerns
* Offering support and solutions to customers in accordance with the company's customer service policies

**Smarter biz Technologies Pvt Ltd- client Swiggy Genie -1 April2020-25April,2020 ( Process closed in last week of April due to COVID -19 lock down situation in Delhi)**

**Remote Customer Service Agent**

Swiggy has started with a new service called Swiggy Genie which allows u to ship their products within a particular distance but they don’t allow u to ship contra banded items

* Solving various delivery partner and customer queries like Incorrect pick up and drop location of customer’s order, delivery boy’s app crashed in the middle of orders ,cancellation of customer’s order etc. through outbound calls using exotel and fresh desk.
* Making sure that Delivery partner delivers the order to the customer.

**SSS Industrial Services, Pune,India-03 september,2018 to 21 March,2020**

**Operation Executive(HR)**

* Handled End to End Recruitment Process
* Creation and maintenance of Job openings at various Job postings.
* Scheduling the shortlisted profiles for interview and ensuring following up.
* Sourcing talent through job portals (Naukri, Linkedin), internal database, employee referral etc.
* Screening and short listing candidate’s profiles as per the requirements of clients.
* Directly handling the clients and interacting with on them a daily basis.
* Interaction with the clients for feedbacks and new requirements.
* Maintaining daily/weekly/monthly reports such as Contact details of the Candidates, Interview tracker, Interview status reports, Closure reports & Feedback reports
* Did recruitment empanelment with the clients providing creative support to the client Organizations in the areas of Manpower services i.e. providing Skilled, unskilled labors, and other manpower as per the requirement.

**Teleperformance,Gurgaon,India -18.08.2016-11.08.2018-CLIENT ADOBE**

 **Senior Technical Support Associate**

* Handle customer inquiries, complaints, billing questions and payment extension/service requests. Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions. Interface daily with internal partners in accounting, field services, new business, operations and consumer affairs divisions.
* Handled different queues –Retention, billing, technical and customer service. Took inbound calls and chats to collect / resolve customer queries related to Adobe products
* Resolved an average of 350 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy and volume).
* Helped company attain the highest customer service ratings (as determined by external auditors)—earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness.
* Commended for initiative, persuasiveness, intense customer focus and dependability in performance evaluations.

**Convergys India Services , Gurgaon,India 04.05.2015 TO 04.11.2015**

**Technical Support Associate for MICROSOFT CLIENT**

* Taking inbound calls of US customers solving queries relating to Downloading, installing and activating of windows 98, windows 7, windows 10 and office 2007, office 2010, office 2013.
* Troubleshoot computer problems of US customers by taking remote access of their computer and resolving certain problems related to any windows version activation or any office version activation and installation of any windows or any office version by using Microsoft Software
* Delivering service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet
* Interacting with customers to provide and process information in response to inquiries, concerns, and requests about products and services
* Following up and make scheduled call backs to customers where necessary
* Staying current with system information, changes and updates

**IBM DAKSH, Gurgaon,India, 04.01.2012-17.01.2013**

**Customer Care Executive (Virgin media)**

* Attending inbound calls of the UK customers and providing them the quick resolution of their Virgin Media services.
* Handling queries of UK people related to Television set up box of Virgin Media Company.
* Answered nearly 150 calls daily from customers inquiring about product usage, billing issues, or general company information.
* Received recognition on four different occasions for mediating conflict and keeping the business throughout the process.
* Learned about eight different products and competently provided customers with information about each one, complementary products, and suggestions for their usage.

**I hereby declare that the information provided above is true to the best of my knowledge**

**Date Signature**