



Geetana Thakur – 04/08/1993

Customer Service Professional/ Admin officer

I am a customer service representative with a proven capacity to troubleshoot issues and resolve them quickly. High energy and outgoing with a dedication to positive guest relations. Client satisfaction is my number one priority. Worked as a Senior Customer associate in Tech Mahindra (MNC). Service-oriented professional with more than 5 years working experience in administration.



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505, Lavista 7, Dubai Silicon
oasis, United Arab Emirates

SKILLS

Effective Communication

Tactful Adaptive

Excel, Word

Resilience

LANGUAGES

English
Native or Bilingual Proficiency

Hindi
Native or Bilingual Proficiency

Punjabi
Native or Bilingual Proficiency

INTERESTS

Singing

Recitation

Travelling

Dancing

WORK EXPERIENCE

Senior Customer Associate/ Admin officer

Tech Mahindra

09/2016 to 10/2020

Achievements/Tasks

- Acting as a single point of the contact for the New joiners and managers
- Give accurate direction and support to team leaders to facilitate successful completion of organization's targets and performance goals.
- Carefully identify problems that might arise from operations with the use of ethical procedures and professional judgment.
Serves as mediator between customers and clients in cases of disputes which may arise in the course of business transactions, and also mediate between employees and employers to ensure that the interests of both parties are fully protected.
- Entering data in excel and preparing presentations for the client meetings.
- Listening to customers' concerns and handling complaints and returns.
- Communicating with customers in-person, through email or chat, over the phone or on social media.

Administrative officer

Aapka Saarthi

2/2015 - 9/2016

Achievements/Tasks

- Communicating with customers in-person, through email or chat, over the phone or on social media.
- Answer and direct phone calls, Organize and schedule appointments
- Plan meetings, Write and distribute email, correspondence memos, letters, faxes and forms
- Assist in the preparation of regularly scheduled reports
- Develop and maintain a filing system
- Update and maintain office policies and procedures
- Order office supplies and research new deals and suppliers. Provide general support to visitors
- Act as the point of contact for internal and external clients.

Skills, Knowledge and abilities

- Good interpersonal skills
- Good knowledge of customer relations
- Good conflict resolution skills
- Ability to multitask
- Ability to work in a team
- Have good sense of judgment
- Good managerial skills

EDUCATION

- | | | | |
|---|--------------|---|----------------------------------|
| □ | S.S.C | - | GMSS- Chandigarh
2009 |
| □ | H.S.C | - | GMSS- Chandigarh
2011 |
| □ | B.BA | - | Punjab University
2015 |