

RENI JACOB

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Work experience

YES BANK LIMITED

AUGUST 2018 — PRESENT

BRANCH SERVICE EXECUTIVE

- Maintained daily updated calendars to assist management team in scheduling associates and external customers for meetings.
- Communicated with customers via phone and email to confirm deliveries and respond to inquiries.
- Created and updated physical records and digital files to maintain current, accurate and compliant documentation.
- Answered multi-line phone system by bank transferred callers to appropriate department or staff member.
- Performed research to collect and record client phone calls on multi-line phone system.
- Provided administrative services, including phone and email correspondence, making copies and handling incoming and outgoing mail and faxes.
- Prepared packages for shipment, pickup and courier services for prompt delivery to customers.
- Utilized OMNISCAN software to scan and clean up project documents.
- Under operations dealing with Outward cheque clearing.
- Tracking return cheque dispatch.
- Debit card pin activation.
- Account opening forms (Savings, Current, Demat, Consulate)

SUTHERLAND GLOBAL SERVICES

SEPTEMBER 2017 — APRIL 2018

MOBILE TECH SUPPORT

- Worked as an Advance Mobile Tech support for ATNT International process in Chats.
- Enhanced productivity levels by anticipating needs and delivering outstanding support.
- Resolved associate, tool and service delivery issues revealed by statistical reports.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Used company troubleshooting resolution tree to evaluate technical problems while leveraging personal expertise to find appropriate solutions.
- Managed timely and effective replacement of damaged or missing products.
- Provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions.

WIPRO

AUGUST 2015 — JUNE 2017

SENIOR ASSOCIATE

- Worked for Airtel Titanium process dealing with Inbound and Outbound calls Educated customers about product terminology, features and benefits to improve sales and customer satisfaction.
- Resolved complaints efficiently to satisfy customers and encourage future transactions.
- Adhered to company policies and scripts to consistently achieve call-time and quality standards.
- Resolved customer complaints and addressed emergency requests and needs. Worked in back end as an Email support, dealing with customer complaints and escalations.

FIRST SOURCE SOLUTIONS

NOVEMBER 2013 — JUNE 2014

CUSTOMER SERVICE EXECUTIVE

- Worked for Axis bank process dealing with Inbound as well as Outbound calling services.
- Resolved complaints efficiently to satisfy customers and encourage future transactions.
- Supported customers by managing 60-70 calls per day efficiently while maintaining professionalism and upbeat tone.
- Increased customer satisfaction by resolving Banking products and service issues.
- Contacted customers for their payment dues, cheque bounce issues, Debit and Credit card delivery details, Internet banking activation, new cheque book request.

PERFECT INVERTORS AND BATTERIES JULY 2014 — JUNE 2015

SALES ASSOCIATE

- Led team in delivery of project, resulting in customer satisfaction.
- Transported Product or Service to customer locations within Time frame. Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Increased customer satisfaction by resolving Product or Service issues.

SUMMARY

- Customer service representative with 3+ years of experience in telephone customer service, tech support, and customer care. Familiar with Intercom and several other customer service software solutions. Very organized and meticulous with organizing customer interaction logs. Handled up to 100 calls daily, with duties including helping customers sign up and retrieving customer data.
- Friendly and efficient Receptionist skilled in both verbal and written communication. Experience in customer service as well as the composition of correspondence. Fluently bilingual in English.
- Bank teller with 2 years of experience in client-facing roles at YES Bank, where I was handling customer transactions, cross-selling bank products, and keeping customers happy by providing a professional and efficient service. Followed a strict and safe deposit box operations and guidelines, and processed 100+ customer transactions daily.
- Data entry clerk with 2 years of experience in verifying complex data, maintaining databases and producing monthly reports using advanced Excel functions. Known for quick typing skills, eye for detail, and the ability to keep clients and employers happy.

AWARDS AND HONORS

- Achieved Best Employee of the Month Award for Customer Retention.
- Achieved Award for Top performer to maintain positive customer services score.
- Rewarded for Full Attendance Employee for 6 months.
- Achieved for Team Recognition.
- Achieved Award for exceeding expectations.
- Associate Appreciation Award for Best Tech support.

EDUCATION

BACHELORS OF COMMERCE APRIL 2010 — MAY 2013
MUMBAI UNIVERSITY
B.COM IN THE FIELD OF ACCOUNTS

H.S.C. APRIL 2008 — MARCH 2010
MODEL COLLEGE OF SCIENCE OF COMMERCE KALYAN EAST

S.S.C — MARCH 2007-08
ST. JUDE'S HIGH SCHOOL, KALYAN EAST

INTERESTS

LIKE PHOTOGRAPHY, HANGING OUT WITH FRIENDS, WATCHING MOVIES, PLAYING FOOTBALL