



Akansha Srivastava

Ras-Al-Khaimah, UAE

Mobile No: +971 569353480 (UAE)

Email: akanshasrivastava835@gmail.com

Career Objective

'Diligent and personable customer service representative seeking a position in which my communication skills combined with my problem-solving skills can be useful in serving customers. Capable of handling multiple tasks in a fast-paced environment. Able to keep customers happy and smiling while resolving their issues in the shortest time possible.'

Skills

- Research & Development of innovative, effective, powerful earning solutions
- Managing professional relationships
- Team work and collaboration, project management
- Time management, Conflict management.
- Problem Solving, Leadership.

Professional Experience

➤ Birsa Munda Airport (Ex- Armymen's Welfare and Society)

Customer Service Executive

01 July 2019 – 31 August 2021

Roles and Responsibilities:

- ❖ Maintaining high level of security including airport and customer information
- ❖ Being able to handle customer complaints and maintain an understanding and professional attitude, even when handling upset customers.
- ❖ Processing computer skills with the ability to easily grasp the functionality and concepts of company software.
- ❖ Handling check-in in a timely manner and addressable travel related concerns and questions.
- ❖ Assisting passengers at the ticket counter and gate areas by issuing tickets, checking baggage and assigning seats, re-accommodating passengers by booking alternative flights and providing travel vouchers.
- ❖ Processing un-accompanied minors and special needs passengers as necessary.

➤ **IBWB**

Customer Service Agent

06 March 2022 - till date

Role and Responsibilities:

- ❖ Addressed customers courteously using suitable methods and problem-solving skills.
- ❖ Followed up with customers regarding product functionality and overall satisfaction.
- ❖ Updated and maintained database with accurate customer information and timely data entry.
- ❖ Delivered personalized customer service relating to questions and promptly resolved basic problems on customer accounts.
- ❖ Investigated and researched issues to determine root causes and appropriate resolution methods.
- ❖ Remained open to feedback from supervisor and peers to build and improve skills set.
- ❖ Maintained knowledge of company products to provide helpful suggestions and recommendations to Customers.
- ❖ Built sustainable relationships and trust with customer accounts using open and interactive communication.
- ❖ Analyzed and collected customer information to prepare product or service reports.

QUALIFICATIONS

2015-2018

Gossner College, Ranchi

Ranchi University

Bachelor of Commerce

2013-2015

Ursuline Inter College,

JAC Board, Ranchi

Intermediate of Commerce

2013

Carmel Convent, Ranchi

ICSE Board

Matriculation.

PERSONAL SKILLS

- ❖ Good Knowledge of MS Excel and MS Word
- ❖ Customer Service Presentation
- ❖ Time Management
- ❖ Good Communication Skills &
- ❖ Customer Relationship Management

INTERESTS AND HOBBIES

- ❖ Arts and Craft
- ❖ Cooking Food
- ❖ Listening Music
- ❖ Dancing
- ❖ Painting and Drawing

PERSONAL DETAILS

Father's Name : Bijay Shankar Lal
Mother Name : Mira Srivastava
Date of Birth : 13th October 1996
Languages : English, Hindi
Gender : Female
Marital Status : Single
Nationality : Indian
Permanent Address : Samlong, Belbagan, Near Nandani General Store
Namkum, Ranchi, Jharkhand-834010
References : Available Upon Request

DECLARATION

I hereby declare that all the information mentioned above is true and correct to the best of my knowledge and belief. I bear the responsibility for the correctness of the above mentioned.

Date : _____

Place : _____

Signature
(Akansha Srivastava)