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PASSPORT NUMBER :- TO241577

Visa Status :- Valid Till October 2021

PRIYANKA PANDEY

◆ D.O.B. 19 Nov 1992

Permanent Address : NL-1B 23/5 Shatkar Apartment Sector-10 Near Buddha Vihar, Nerul, Navi Mumbai

SUMMARY

Administrative assistant with over 6 months of working experiences in administrative support and office management.

I have proven track record in streamlining processes to increase productivity.

Also Experienced and motivational Call Center Team Leader knows how to inspire team members to reach sales goals in the pursuit of overall company objectives. Has excellent supervisory and communication skills. Brings an Associate's degree in Business Management along with strong experience. My core strengths and Highlights include, but are not limited to

- Project management
- Strong decision maker
- Complex problem solver
- Rational and stress resistant
- Creative Management
- Innovative
- Service-focused

Administrative assistant – 12/2020 to till date GBR Al Madina Supermarket, Dubai

- Maintain updated and accurate records of inventory.
- Review documentation and monitor product codes to search for discrepancies; troubleshoot quantity discrepancies between stock and records.
- Track rates of accuracy, purchase and return as well as defective items to inform quality control decisions.
- Perform critical inventory tasks to ensure the correct amount of items are in stock
- Prepare and generate inventory reports; review reports monthly with management
- Nurture positive relationships with suppliers and provide customer service as needed.
- Organize a filing system for important and confidential company documents.
- Answer queries by employees and clients.
- Maintain a company calendar and schedule appointments.
- Update office policies as needed.
- Handling petty cash and also authorized for daily purchase.
- Distribute and store correspondence (e.g. letters, emails.)
- Received 92% client satisfaction rating which contributed to a 15% decrease in cancellations.

Team Leader - 09/2019 to 11/2020 Office Bing, Turbhe, India

Client: -ICICI Bank

- Motivated team of call center operators on both inbound and outbound calls
- Supervised inbound team to make certain they answered questions knowledgeably and thoroughly.
- Supervised outbound team to ensure they followed computer-generated lead order and exhibited courtesy at all times.
- Did spot-checks listening in on calls to make certain team followed provided scripts.
- Ran monthly goal contests with rewards.
- Motivated team to meet monthly goals and beat other teams in the Center.
- Set monthly and daily sales goals for outbound call team according to company objectives.
- Monitored calls by listening in randomly.
- Updated computer leads.
- Motivated staff to reach sales goals through contests and bonuses.

Team Leader - 09/2016 to 05/2019 Communicare Infotech, Belapur, Client: - Huntleigh, Starbucks

- Motivated team of call center operators on both inbound and outbound calls
- Supervised inbound team to make certain they answered questions knowledgeably and thoroughly.
- Supervised outbound team to ensure they followed computer-generated lead order and exhibited courtesy at all times.
- Did spot-checks listening in on calls to make certain team followed provided scripts.
- Ran monthly goal contests with rewards.
- Motivated team to meet monthly goals and beat other teams in the Center.

Senior CSR - 09/2015 to 05/2016 S2S It Solutions, Belapur, India Client: - Arjo Huntleigh

- Motivated team of call center operators on both inbound and outbound calls
- Supervised inbound team to make certain they answered questions knowledgeably and thoroughly.
- Supervised outbound team to ensure they followed computer-generated lead order and exhibited courtesy at all times.
- Did spot-checks listening in on calls to make certain team followed provided scripts.

SKILLS

Computer Programs : Excel, Outlook, PowerPoint, SharePoint, Word

Communication : 40 WPM typist, written and oral communication (English, Hindi)

I hereby declare that all the information mentioned above is true to the best of my knowledge.

Date:

Place : Navi Mumbai
PRIYANKA PANDEY