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**SHIVANI TANGRI**

**Contact :- 0556441786**

**Email Id :-** [**shivanitangri42@gmail.com**](mailto:shivanitangri42@gmail.com)

**Professional Summary**

A highly motivated, confident individual with exceptional multi-tasking capabilities, who is able to adapt well within a high-pressure work environment. Thus, I thrive within inbound call centres and am eager to join a team of equally trained professionals to help further my career. I also possess all of the most relevant skills in order to properly market a product to the masses. I am a team player, I am also fiercely competitive and I am hoping to find a company which will enable me to showcase my skills. Can communicate effectively with people from diverse backgrounds and would be an asset to any employer who respects loyalty and responsibility. Finally, I am more than happy to take on even the most challenging of tasks that are presented to me.

**WORK EXPERIENCE**

**Educational Consultant ( catering to U.K Programs)**

**Hajara Educational Institute , Ajman UAE**

**November 2018 to Present**

**Designation:  Tele Sales / Call Center**

Seasoned Customer Call Center Professional with a 5-year history of excelling in all call center functions, including roles as an initial customer-contact representative, floor supervisor and center administrator. Adept at quickly providing creative solutions for customers and resolving the most challenging complaints.

* Providing advice, information and assistance to callers.
* Responded to 75-100 inbound calls per day in high call volume environment
* Registered candidates seeking professional certification in various fields
* Attempting to resolve all enquires on first contact with the caller
* Making sure that all telephone calls are answered promptly.
* Following up customers by calling them back. Research required information for callers using available resources
* Scheduled appointments for working professionals throughout the week and on weekends
* Engaged customers to create friendly and interesting customer-centered conversations
* Listened to customer concerns and assured their complete comprehension of transactions, resulting in client satisfaction increase of 17%
* Referred to a digital directory to make daily outreach calls to potential customers
* Created a spreadsheet to track the efficiency of sales
* Assisted customers by telephone, mail, and in person with inquires and directed customers.
* Responded to and handled customer complaints and inquiries in a timely manner
* Maintained a polite and professional telephone manner

KEY SKILLS AND COMPETENCIES: - Able to handle complex calls and situations. Demonstrating empathy and understanding when talking to customers.. A proven track record of handling high volume calls. Can type up to 30 wpm. Excellent listening and problem solving skills. Excellent communication skills and telephone manner. Good keyboard skills and knowledge of customer service principles & practices

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**April 2018 till November 2018 working with Al Rabia building cleaning services**

**Ajman UAE**

**Designation Telesales /Customer Service, Administration Officer**

* Answers inquiries by clarifying desired information and providing correct information.  
   Resolves problems by clarifying issues, researching and exploring answers and alternative solutions; implementing solutions and escalating unresolved problems.  
   Maintaining relationship with all potential and existing companies.  
   Maintains call centre database by entering information.
* Perform general office duties such as typing, operating office machines, and sorting mail.
* Understanding the customer’s requirements and then customizing the services as per their needs  
   Maintaining relationship with all potential and existing companies
* Calls prospective customers by operating telephone equipment, automatic dialing systems, and other telecommunications technologies.
* Influences customers to buy services and merchandise by following a prepared sales talk to give service and product information and price quotations
* Handling cash and doing all cash transaction entries in Excel. Keeping records of all the expenses and filling of bills
* Assisted department in first contact resolution goals, complaint resolution
* Responded, researched, resolved, and provided feedback to internal and external members, purchasers, contracted providers & vendors.
* Exceeded daily productivity standards which included high call volume and appointment setting.
* Problem solved by clarify client issues and implementing solutions.
* Showed excellent verbal and written communication skills.
* Exercised strong interpersonal communication skills with customers and fellow staff
* Accepted new assignments with an open, cooperative, positive and team-oriented attitude.
* Utilized multiple call center support applications to efficiently assist customers and agents

**October 2017 Till march 2018 : With Shafana Groups**

**SHARJHA INDUSTRIAL AREA**

**DESIGANTION H. R and ADMINISTRATION OFFICER**

* Managed office supplies, vendors, organization and upkeep.  
   Handling cooperate clients contracts, (Banks, co operate contracts) Payments follow up and collection..
* Responsible for new joiner’s induction.
* Handled day-to-day Hr activities and coordination with external and internal departments.
* Joining Formalities & Exist formalities.
* Generating Offer, Appointment, conformation, Experience, reliving and full & final documents.
* Confirmation letter for the employees after the completion of the probation.
* Dealing with high volumes of incoming calls as well as outbound customer call
* Keep records of materials filed or removed, using logbooks or computer.  
  Reviews completeness of documentation and prepares document transmittals.

July 2015 till April 2017 with Software Research Technology and Consultancy

Designation: - HR cum Administration

* Developed prospect talent through creative sourcing techniques (Referral generation, networking, direct sourcing, and social media.
* Preliminary short listing and scheduling the interviews of the prospective candidates.
* Conducted Walk–in.
* Handled telephonic and first round of interview.
* A HR professional with experience 2 years in Pre and Post Recruitment Process, Employee Induction,
* Possess strong interpersonal, communication skills and people management skills, positive attitude & adaptable to the demanding situations.
* **HR Operations**:
* Responsible for new joiner’s induction.  
  Handled day-to-day Hr activities and coordination with external and internal departments.  
  Joining Formalities & Exist formalities.  
  Generating Offer, Appointment, conformation, Experience, reliving and full & final documents.  
  Confirmation letter for the employees after the completion of the probation.
* **Hr Skills**:

Staff Recruitment & Retention.  
Employee Relations.  
Orientation & On-Boarding.

**May’07 to Jul ‘09 with Call  BA (Subsidiary for British Airways call Canter )India**

**Customer Service Agent**

**Highlights:**

* Carried out:
  + International reservations
  + Baggage Handling worked on Pegauses

**HIGHLIGHTS OF QUALIFICATIONS**

• Skilled in Office administration.  
• Skilled Writing official letters, applications, e-mails and internet, excel.  
• Excellent communication skills.  
• Punctual, team player and dedicated.

**Areas of Expertise:**

* Maximising opportunities
* Customer Satisfaction
* Customer follow up
* Relationship building

**Education**

* BA (arts and humanities) from Delhi University
* MBA with specialization in marketing
* Basic computer course excel ,word

**PERSONAL DETAILS**

Nationality            : Indian

Language Proficiency: English, Hindi