

NANCY SINGH

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To secure a responsible career opportunity to fully utilize my training and skill, while making a significant contribution to the success of the company.

EXPERIENCE

TATA CONSULTANCY SERVICES, VARANASI.
26TH MARCH 2018 – TO PRESENT
INFORMATION ENABLER SERVICE PROVIDER.

- Experience in handling inbound calls and dealing in customer's queries, feedback and complaint. With Exceeding 90% average customer call audit score.
- Documented all the inquiries within CA Service Desk Manager Management system, followed appropriate guideline. For notepad documentation and assigned cases accordingly.
- Exceeded team goals and collaborated with team members to implement customer service initiatives.

EDUCATION

- Bachelor of science from Mahatma Gandhi Kashi Vidyapith, Varanasi. (2016)
- Intermediate from Bal Vidyalaya Madhyamik School, CBSE Board (2013)
- High School from Bal Vidyalaya Madhyamik School, CBSE Board (2011)

SKILLS

- Good verbal and writing communication ability.
- Knowledge of MS Office (Excel, Word, Power Point).
- Always seek opportunity to learn something new.
- Solid knowledge of quality assurance practice.
- Proficient in a helpdesk ticket system.
- Work well with the team mates and customers.
- Able to effectively assess operational inefficiencies.

ACTIVITIES

- Volunteer Work
- Watching Movies
- Learn Something New
- Baking

PERSONAL DETAILS

- Father's Name : Mr. Vikas Singh
- Date Of Birth : 24th September 1995
- Marital Status : Single
- Known Language : English, Hindi