



# Amanpreet Kaur

Bangalore, India

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## Objective

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"To work professionally and functionally challenging environment, which provides me the opportunity to improve my skills and knowledge to grow along with the organization's objective."

## Experience

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- Firstsource solutions Pvt Ltd** 12 Sep 2020 - 15 Nov 2021  
Customer service representative  
Bank of Baroda process:-  
Taking inbound calls solving queries of the customer over the calls related to internet banking, account opening, failed transactions, mobile banking.
- Concentrix** 22 Feb 2022 - 20 Sep 2022  
Customer service representative  
Razorpay process:-  
Taking inbound calls solving queries of the customer over the calls related to transactions, account opening.
- Lumen IT India Pvt Ltd** 26 Sep 2022 - 20 Sep 2023  
Customer service account specialist  
Taking inbound calls and chats solving queries of the customer over the calls related to billing and also pitch for sales of their products.
- iENERGIZER IT SERVICES PRIVATE LIMITED** 05 Jan 2024 - 07 Apr 2024  
SENIOR EXECUTIVE CUSTOMER SERVICE  
Razorpay process:-  
Taking inbound calls solving queries of the customer over the calls related to transactions, account opening.

## Education

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- Upasana Lions English medium school** 2010-2011  
SSC
- Upasana Lions English medium school** 2012-2013  
HSC
- Acharya institute of management and sciences** 2013-2017  
BBM

## Skills

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- Proficient in delivering high quality results.
- Expert in Working under Pressure Situations.
- Expert in Listening And Solving Problems.
- Good at managing things.
- Capable of grasping new concepts quickly.

## Projects

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- Inventory management**  
Inventory management refers to the process of storing, ordering, and selling of goods and services.

## Achievements & Awards

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- I got certificate of assessment championship.
- I got certificate in dance competition.

## Personal Details

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- Date of Birth : 16/02/1995
- Marital Status : Single
- Nationality : Indian
- Gender : Female
- Languages known : English, Hindi, Punjabi
- Hobbies : Dance, Listening to music, Travelling

## Declaration

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- I hereby declare that the information all the details above mentioned are correct.

Yours sincerely,  
Amanpreet Kaur