

JENIFFER RYONS

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Abdulla meheiri building Albarsha 1 Near ibis mall of emirates hotel,
Dubai



Objective

I seek challenging opportunities where I can fully use my skills for the success of the organization.



Experience

Concentrix services India Pvt Ltd

12/10/2020 - 31/12/2022

Escalation (Senior Representative Operations)

- *Experienced in escalation or technical support management.
- *Resolved customer complaints by investigating problems and developing solutions.
- *Reported and escalated efforts to resolve complex customer experience problems.
- *Identify tasks critical to keeping customer satisfaction levels is check.
- *Handling escalation calls and emails for end to end resolution towards customer issues.
- *Enhanced customer loyalty by providing superior customer service.
- *Helping customers to choose the appropriate navigation for their requirements.
- Handling customer concerns and complaints in a timely manner.

Redbus (Aasaan Job)

09/09/2019 - 11/10/2020

Representative Operations (Trainee)

- *providing prompt and accurate service so as to promote customer loyalty.
- *Overseeing the customer service process and resolving their complaints.
- *Helping customers to choose the appropriate navigation for their requirements.
- *Handling customer concerns and complaints in a timely manner.
- *Helping customers to know about upcoming promotions or deals.
- *Interacting with customers to ensure they have a desirable and sharable experience.
- *Team management.
- *Providing proactive information towards customer concerns and end to end resolution.
- *Devise and implement innovative customer service.

Nova IVI Fertility

25/10/2017 - 31/05/2019

Representative Operations

- *Maintain all procedures data and intimating relevant department.
- *Co ordinating with various consultant for In and Out patient.
- *Serve as a point of escalation for all reportees in case of grievances.
- *Determine patients requirment and supporting in order to get customer satisfaction.
- *Making appointments timely manner and documentation.
- * Providing accurate information regarding patient procedures.
- *Experienced in cashier.
- *Consent signature for various procedures.

Madrat Games Pvt Ltd

27/05/2015 - 29/07/2016

Account Executive

*Handling sales invoice, purchase invoice and day today accounts activities and capture the same in Tally.

*Preparation of ageing report inorder to get region wise sales count.

*Coordination with auditor for accounts data.

*Day to day account data's capture in Tally.

* Preparing petty cash, Invoices.

*E-commerce follows and making relevant invoices.

*Handling distributor and customer in appropriate manner.



Education

Annamalai University

2016 to 2018

Mcom

Bangalore University

2012 to 2015

Bcom



Skills

*Self confidence

*Ability to work under pressure.

*Adaptable in different environments.

*Problem Solving skills.

*Flexibility and communication skills

*Quick learner and dedication



Achievements & Awards

Professional Achievement - Concentrix Achieved the target set by the company and maintained the consistency in performance.Consistently maintained the good feedback about the service.



Languages

English

Malayalam

Kannada

Tamil



Personal Details

Marital Status : Married

Nationality : India

Passport : W2775114

Gender : Female

Place : Bangalore



Additional Information

