



Amanpreet Kaur

Bangalore, India

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Objective

"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

- 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

- 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

- 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

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

Achievements & Awards

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

Personal Details

- 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

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

Yours sincerely,
Amanpreet Kaur