Taniya Chaudhary

Customer-focused professional with 5+ years in customer service and technical support. Skilled in query resolution, incident handling, and team leadership to enhance efficiency. Seeking a dynamic role to contribute and grow.

about

CONTACT

Pune, Maharashtra, India

+91 95450 53796

taniyachoudhary1997@gmail.com

EDUCATION

Bachelor of Business Administration (BBA)
Pune University, 2019

ITIL 4 Certified

CORE COMPETENCIES

Communication

Problem-Solving

Leadership

Team Management

Adaptability

LANGUAGES

Hindi

English

work experience

SR. ASSOCIATE - TECHNICAL SUPPORT

Tech Mahindra Pvt. Ltd., Pune, Maharashtra, India (July 2022 - Present)

- Managed customer queries and complaints through One View, CRM, and Avaya applications.
- Handled client escalations, open queries, and operations stand-up calls.
- Processed service and incident tickets across Jira, Zendesk, SNOW, and SVOC.
- Provided chat, email, and call-based support for customer queries regarding invoices, refunds, and tec
- Mentored new team members and contributed to their development.

ACHIEVEMENTS:

- Promoted from Sr. Associate (Customer Support) to Sr. Technical Associate Support.
- Received "Pat on the Back" and "Bravo" awards for outstanding performance.

PROCESS ASSOCIATE

TCS, Pune, Maharashtra, India (July 2017 - May 2022)

- Addressed customer queries related to finance, banking, fraud, and insurance via Zendesk & Finnone
- Managed customer accounts, maker-checker tasks, and compliance verification.
- Handled banking transactions, account matching, and compliance verification.
- Conducted report generation and analysis, including KPI and smoke test reports.
- Performed website health checks and raised incident tickets using SNOW & SVOC.
- Processed refunds and settlements using Customer 365 and CRM applications.