



PROFILE

A competent professional with 11 years of experience in Customer Relationship Management, Administration and Backend Operations. Seeking a challenging position to utilize my skills which offers to professional growth while being resourceful, innovative and flexible.

CONTACT

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HOBBIES

Volleyball
Traveling
Cooking
Listening Music

PINKY SRIVASTAVA

Senior Associate (Customer Engagement & Distribution)

EDUCATION

Indira Gandhi National open University, Delhi, India
Master of Business Administration

Bharti College, Delhi University, India
Bachelor of Commerce

WORK EXPERIENCE

Senior Associate (Customer Engagement & Distribution)
World Trade Center Noida (Viridian Red), Delhi - India
SEPT 2020 - APRIL 2022

Responsibilities:

- Listening to customer's concerns and handling complaints and returns.
- Reviewing customer accounts and transactions while resolving issues. Communicating with the walk-in customer's, emails or chat, over the phone, IVRS.
- Referring customers to superiors as and when necessary.
- Daily MIS preparation of the collections generated by the team.
- Sending ledgers, TDS Certificates, DBA, AR sheets to the customer's as and when required.
- Daily login of customer queries to the customer ticketing portal and ensuring that the query has been resolved within given TAT.
- Coordinating with the Finance team on a regular basis for release of AR and calculation sheets, discrepancy in payments of customers. Coordinating with the other departments also for customer satisfaction levels.

Administrative Assistant & Backend Operations
JSR Services (Auto Loan/Home Loan DSA), Delhi - India
MARCH 2012 - AUG 2020

Responsibilities:

- Doing administrative and clerical tasks such as scanning, printing, preparing and editing letters and emails.
- Arranging meetings, appointments, and documents collection. answering phone calls and taking messages, maintaining folders, tracking daily petty cash and covering reception.
- Daily follow up and tracking status of logged in Auto loan, Business loan, Loan against property and Home loan and Insurance cases.
- Capable of gathering and updating data to maintain departmental records and databases.
- Coordinating with customers for collection of field investigation information and documents.
- Coordinating with the bankers for discrepancy resolution.
- Accounts preparation of all disbursed loan cases.
- Raising of commission Bills and ensuring the same for clearing with regular follow up.
- Adept in interfacing with the clients for understanding their requirements and suggesting them the most viable solution and cultivating relations with them for customer retention.

SKILLS

- Excellent organizational skills, excellent time management and experience of balancing multiple tasks.
- Excellent communication skills, both written and oral, and having the ability to converse with non-technical users to ensure key information capture.
- Ability to adapt and be flexible within a changing environment.
- Operationally proficient with the ability to plan, priorities and deliver with clear results Well versed with ticketing portal.

HONOR AWARDS

- Awarded Premier Award 2021 for Superb Presence in WTC.
- Merit Scholarship from Vidya Niketan School Saket.

LANGUAGES

- English - Full Professional Proficiency.
- Hindi - Full Professional Proficiency.