

Priyanka

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Objective

A dynamic professional with over 9 years of successful experience in Team Management, Customer Experience, Development, and Quality, proven expertise of combining strong leadership skills, expert process knowledge, communication skills, and multitasking capabilities to positively contribute to organizational growth.

Core Competencies

- Customer Experience Enhancement
- Process Management & Automation
- Training & Development
- Quality Assurance & Continuity
- Project Management & Execution
- Operational Excellence & Efficiency
- Problem-solving & Decision-making

Education

Degree: B.Tech

Institution: Priyadarshini College of Engineering, Nagpur

Graduation Year: 2013

Professional Experience

Specialist – Cockpit

Company: Flipkart Internet Pvt Ltd

Dates: February 2024 – Present

Responsibilities:

- Managed customer escalations within the CT Payments and Refunds domain, ensuring swift resolution and customer satisfaction.
- Successfully addressed intricate customer challenges, delivering timely and effective solutions.
- Fostered collaboration with internal teams to optimize processes and elevate the customer experience.
- Received recognition for consistently attaining exceptional customer satisfaction ratings.

Quality Analyst

Company: Flipkart Internet Pvt Ltd
Dates: October 2019 – February 2024
Responsibilities:

- Conducted detailed audits of customer service calls to ensure adherence to company policies and procedures.
- Evaluated call handling techniques, customer interactions, and compliance with regulatory requirements.
- Provided constructive feedback and coaching to call center agents based on audit findings to improve performance and customer satisfaction.
- Identified trends and patterns in call quality issues and worked with management to implement corrective actions.
- Maintained accurate records and documentation of audit results and performance metrics.
- Collaborated with training teams to develop and update training materials based on audit findings and industry best practices.

Specialist – Grocery

Company: Flipkart Internet Pvt Ltd
Dates: August 2017 – October 2019
Responsibilities:

- Managed customer escalations within the Access Control Team (ACT) domain, ensuring swift resolution and customer satisfaction.
- Successfully addressed intricate customer challenges, delivering timely and effective solutions.
- Received recognition for consistently attaining exceptional customer satisfaction ratings.
- Specialist – RMT
- Company: Flipkart Internet Pvt Ltd
- Dates: January 2015 – August 2017
- Responsibilities:
- Improved the operational systems, processes and policies - specifically, supported better management reporting, information flow and management & business processes.
- Ensured that consistent and high standard of support is delivered at all levels.
- Delivered change in a supported and controlled manner while ensuring adherence to SLA deliverables.
- Collaborated with key customer experience teams such as WFM, Design/Process, and vendor management teams to manage overall knowledge user base.
- Conducted regular knowledge checks to ensure knowledge efficacy and retention.

PERSONAL DETAILS

Address: Aspen B207 B M Magnolia Park, Whitefield, Bangalore
Date of Birth: 25-10-1988
Languages Known: English, Hindi