Nuzhat Un Nisa

+91-6006697506 | nuzhatunnisa14@gmail.com | Ganderbal, Jammu & Kashmir, India, 191131.

Summary

Highly organized and dedicated individual with extensive experience in customer service, catalogue management, and data entry operations. Seeking a challenging position to leverage my skills and expertise while contributing to the growth and success of the organization.

Experience

Sr. Technical Representative   **Sep 2024- Present**

Zimplistic, Banglore.

Responsibilities:

- Resolve divers queries through comprehensive troubleshooting.
- Identify the root cause if issues and provide final resolution.
- Manage and approve necessary replacements.
- Promoted to L3 tech due to expertise in handling complex technical challenges.

Senior Customer Executive   **June 2023-Sep 2024**

Kochar Infotech, Gurgaon

Responsibilities:

- Proficiently manage live tickets and email communications to ensure timely resolution of customer inquiries and issues.
- Skillfully oversee First Response Time (FRT), Service Level Agreements (SLA), and Average Response Time (ART) metrics to maintain high standards of customer support.
- Provide expert assistance to customers experiencing challenges with Rotimatic machine functionalities, including dough consistency, roti quality, and WiFi connectivity.
- Conduct effective video calls with customers to troubleshoot and resolve issues related to dough consistency, Roti quality, and WiFi connectivity.
- Assist customers in connecting their Rotimatic machines to WiFi networks for seamless operation.
- Deliver exceptional customer service by promptly providing tracking details for orders, ensuring transparency and satisfaction throughout the purchase process.
- I proficiently generate and share return labels to customers, ensuring a seamless return process

Data Entry Operator   **April 2022-April 2023**

Milat Institute of Electronics & IT, Srinagar.

Responsibilities:

- Maintained files, records, and chronologies of entry activities, ensuring accuracy and completeness.
- Identified, verified, and updated customer information in databases, adhering to data protection regulations.
- Monitored and reviewed databases regularly to identify and correct errors, ensuring data integrity.
- Handled reception duties, including greeting visitors, answering phones, and directing inquiries to the appropriate department.

Office Executive   **2021- 2022**

Wani Sales Corporation, Anantnag

Responsibilities:

- Processed incoming and outgoing calls in a professional and courteous manner, ensuring effective communication with clients and colleagues.
- Managed day-to-day front desk duties, including scheduling appointments, managing inquiries, and handling administrative tasks.
- Maintained and organized files and records, ensuring easy accessibility and confidentiality of information.
- Greeted and welcomed customers with a friendly and positive attitude, creating a welcoming atmosphere for visitors and clients.

Catalog Specialist   **2020-2021**

Mattsen Kumar Services Pvt Ltd, Gurugram.

Responsibilities:

- Created, managed, and shared daily catalog operations reports with managers, providing insights into performance metrics and areas for improvement.
- Implemented strategies to avoid mis-categorization of products, ensuring accurate organization and classification in the catalog.
- Conducted thorough checks for minute details of products as presented to customers, maintaining consistency and accuracy in product listings.

Education

M.Tech(Computer Science)   **2018**
Shri Ram College Of Engineering & Management,,Haryana.

B.Tech(Computer Science)   **2016**
Satya Group Of Institution, Haryana.

10+2   **2011**
Govt. Girls Higher Secondary School, Ganderbal.

Certifications

HTML, C, C++   **2014**
CCIT Centre, Srinagar, J&K.

Skills

- Customer Service Management
- Technical support
- Communication
- Analytical Skills
- Administrative Skills
- Data Management
- Attention To Detail

Languages

- English
- Urdu
- Hindi
- Kashmiri

Hobbies

- Travelling
- Cooking

I solemnly declare that all the information furnished in this resume is correct to the best of my knowledge