

# **MANTSHA MUSHARRAF**

LUCKNOW

**Mob - 7618057913**

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## **OBJECTIVE:**

Seeking a passionate career in BPO, Travel and E Commerce Industry that provides ample growth.  
Inspires excellence and cheerful corporate culture.

## **PROFFESIONAL QUALIFICATION:**

- **10th** from U.P Board in 2013 with 83%.
- **12th** from U.P Board in 2015 with 79%.
- **B.Sc.** from **RMLU Faizabad university** in **2018**.

## **WORK EXPERIENCE:**

- **Startech Pvt. Ltd.** As Sr. CCE From Sep 2019 to Oct 2023  
**Responsibility:** - Worked as a customer service executive voice,non voice (blended process)
  - Taking inbound calls and resolving the issues related to activation, billing and general queries.
  - Taking inbound calls and resolve.
  - Taking inbound calls and resolve

## **TECHNICAL SKILL:**

**Operating system:** Windows (all flavors), Linux (ubuntu).

**Software tools:** MS Office (word, excel, power point).

### ACHIVEMENTS:

- Earned a promotion from an entry-level position to mentor for my department.
- Efficiently resolved many client issues, often earning praise from clients for my efforts.

### STRENGTH:

- Effective communicator with good interpersonal, analytical, logical and planning abilities
- Tech Savvy.

### HOBBIES:

- Cooking
- Internet browsing.
- Traveling.

### PERSONAL DETAILS:

**Name** : Mantsha Musharraf  
**Father's Name** : Mr. Musharraf Zaman  
**Languages Known** : English, Hindi, Urdu  
**Permanent Address** : Jafrabad, Post- Jalalpur  
Dist.- Ambedkar Nagar U.P.  
Pin Code- 224149.

### DECLARATION:

I hereby declare that all information given above is true and I hold the responsibility of its authenticity.

Signature  
(*Mantsha Musharraf*)