

Twinkal Jaiswal

Advisor Transaction Processing

To pursue a challenging career and be a part of a progressive organization that gives a scope to enhance my knowledge and skills



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Al Wahda road Jamal Abdul Naseer Street,
Sharjah, Dubai

20 November, 1995

WORK EXPERIENCE

Advisor Transaction Processing Concentrix Daksh Services India Private Limited

04/2019 - Present

ROLE & RESPONSIBILITIES

Managing the team target as well as individual target of team members

I communicate and collaborate with Managers across multiple disciplines and stakeholders

Assessing the customer feedback, evaluating areas of improvements

Answering any queries quickly and efficiently

Able to respond and adapt to the needs of all customers

I also provide support for escalations using my expertise to diagnose cause of failure

EDUCATION

BTech Computer Science Bansal Institute of Engineering and Technology

08/2012 - 06/2016

Project

- Project on the topic **Social Networking** at B.I.E.T College of Engineering Lucknow

Intermediate Angels Inter College

07/2011 - 05/2012

High School New Angels Sr. Secondary School

07/2009 - 05/2010

SKILLS

Teamwork	●	●	●	●	●
Effective communication	●	●	●	●	○
Attention to detail	●	●	●	●	●
MS Word & Excel	●	●	●	●	○
Time Management	●	●	●	●	●
Commitment	●	●	●	●	●

ACHIEVEMENTS

6 Times Ops Champion Winner

Hit and exceeded department KPIs by 20% for 7 months in a row

Won "Best employee of the month" award in 2019

Participant in Mini Marathon at School

Best team leader in college project.

LANGUAGES

English
Full Professional Proficiency

Hindi
Native or Bilingual Proficiency

INTERESTS

Photography

Mindfulness

Travelling

Cooking

Exploring other cultures