



# SHAISTHA BANU

## CONTACT ME

- +971 582011913
- [shaistha.destiny@gmail.com](mailto:shaistha.destiny@gmail.com)
- 26, 6th Cross Kuppuswamy  
Layout Nagawara Main Road  
Bengaluru - 560045

## PASSPORT INFO

Passport no. : M 6631239  
Date of expiry : 03/2025

## SKILLS

- Keeping front desk tidy and presentable with all necessary material (pens, forms, paper etc.).
- Answering questions and address complaints.
- Answering all incoming calls and redirect them or keep messages.
- Receiving letters, packages etc. and distribute them.
- Preparation outgoing mail by drafting correspondence, securing parcels etc.
- Checking, Sorting and forward emails.
- Monitoring office supplies and place orders when necessary.
- Keep updating records and files.

## PROFILE SUMMARY

Results-driven candidate offering a proven history of achievement during 7+ years career. A talented leader with analytical problem-solving and strategic planning expertise. Solid background of consistently addressing customer issues, delivering industry-leading service, and implementing scalable approaches.

## PROFESSIONAL EXPERIENCE

### Associate - Customer Support

(02/2020 - Present)

Bigbasket, Bangalore

- Resolving phone, walk-in, mail, fax, and email customer inquiries.
- Processing and logging incoming calls into the CRM system.
- Identifying customer needs.
- Forwarding and escalating inquiries to relevant individuals and departments.
- Contacting customers to give them accurate feedback on the progress of their inquiries.
- Providing outstanding customer service.
- Updating customer information as required.

### Front office Executive

(07/2015 - 12/2018)

Acura Multi Speciality Hospital, Bangalore

#### Duties and Responsibilities:

- Greeted clients and set a positive office atmosphere.
- Answered the phone, take messages, and redirect calls to appropriate offices.
- Organized and maintain files and records; update when necessary.
- Created and maintain updated documents and spreadsheets.
- Oversaw sorting and distribution of incoming mail.
- Prepared outgoing mail (envelopes, packages, etc.)
- Operated office equipment, such as photocopiers, printers, etc.
- Organized bookkeeping and issue invoices/checks.
- Recorded meeting minutes and dictations.

## COMPUTER PROFICIENCY

- MS office  
Word | Excel | PowerPoint (Basic)

## LANGUAGES KNOWN

- Kannada  
Native or bilingual proficiency
- English  
Full Professional Proficiency
- Hindi  
Limited Working Proficiency

## INTERESTS

- Reading
- Music
- Travel
- Movies

### Customer consultant support

(06/2013 - 01/2015)

Flipkart Internet Pvt. Ltd. , Bangalore, Karnataka, India

### Back End Department Executive

(06/2012 - 06/2013)

TBSS (TATA Sky), Bangalore, Karnataka, India

### Customer Service Executive

(06 months)

AEGIS BPO, Bangalore, Karnataka, India

## EDUCATION

### Pre - University Course

(2009 - 2011)

Noble Saint Pu College, Bengaluru, Karnataka, India

### Secondary

(2008 - 2009)

Quwathul Islam girls high school, Bengaluru, Karnataka, India

## PERSONAL INFO

Nationality	:	Indian
Gender	:	Female
Marital Status	:	Married
Date of Birth	:	17/10/1993

## DECLARATION

I hereby declare that the above-written particulars are true and correct to the best of my knowledge and belief.



SHAISTHA BANU