

Bisma Nomaan Siddiqui

CAREER OBJECTIVE

- Experienced: Customer service professional with 5+ years in call centers and hospitality services
- Efficient: Adept at handling various calls daily, while consistently resolving client issues in a short time span

EXPERIENCE

CALL CENTER REPRESENTATIVE

HCL Pvt Ltd., New Delhi / September 2013 – July 2015 (US Campaign)

- Handle customer interaction every day, giving detailed, personalized, friendly & polite service to ensure customer retention.
- Receive source data such as customer names, addresses, phone numbers, credit card information, and enter data into various customer service software.
- Handling elite customers queries while resolving them, to their concerns.

Vcare Pvt Ltd., New Delhi / August 2015 – March 2018 (US Campaign)

- Handle customer interaction every day, giving detailed, personalized, friendly & polite service to ensure customer retention
- Memorized all company products and services to be able to answer all customer questions quickly and efficiently and make relevant upsells.
- Trained new employees in customer service script recitation, conflict resolution, and data entry practices
- Able to set up laptop, headphones, microphones, Skype, or any other chat client service to converse with customers

Admin Assistant/Receptionist

Design Connexion LLC. Dubai. / August 2018 till present.

- Managing reception.
- Answering calls and forwarding to the concerned person.
- Ticket and hotel booking for all employees and workers.
- Admin Support
- Assist CEO when required.

CONTACT

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SOFT SKILLS

Adaptability
Collaboration
Strong Work Ethic
Problem Solving

HARD SKILLS

Microsoft Office Suite
Coding
Fluent English

EDUCATION

Master's in computer applications

Jamia Hamdard University
New Delhi India.
2013