**CURRICULUM VITAE**

YOGITA CHOPRA

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**CAREER OBJECTIVE**

To be an integral part of a dynamic and result oriented organization. To obtain a career oriented position in a professional, progressive, dynamic organization where by mutual growth and prosperity is underlined.

**Work Experience:**

1. MTS-SISTEMA SHYAM TELESERVICES

**CUSTOMER SERVICE SPECIALIST - From September 2005 – October 2016**

* Handling escalations from Corporate, VIP, and Premier Customers, resolving their queries and complaints in the best possible manner.
* Identifying training needs of the executives and provide training sessions to the agents.
* Responsible for making Agent performance report for agent analysis.
* Ensuring timely resolution of escalated cases by doing follow-ups from the concerned departments.
* Managed a team of outsourced customer service representatives, ensure they deliver high quality customer services on a daily basis.
* Retained consumer’s membership thru utilization of sales tools and techniques.

1. AIRTEL –DR. IT PLANET, JAIPUR.

**Worked as a TEAM LEADER in Customer care - From July 2004- August 2005**

* Handling a team, provide guidance , leadership to the customer care executive’s.
* Responsible for lodging complaints of customers & also ensuring that the complaint is closed within the specified time as promised to them.
* Ensure timely submission of reports.
* Be responsible to keep track of the progress through development and use of appropriate monitoring system.
* Provide Feedback session’s to the agents.
* Responsible for maintaining 100% Service level.

**Education Qualification**

* Bachelor of Commerce (Accounts and Business Administration) from subodh Girls College, Jaipur.
* Diploma in Aviation and Hospitality Management from Air Hostess Academy.
* Three years course of Computer Application from Subodh Girls College, Jaipur.

**Technical trainings**

* In-flight Training with Jet Airways thru Air Hostess Academy, Jaipur.
* Training as a GRE at Le- Meridian, Jaipur.
* Training as a GRE at Rajputana Sheraton, Jaipur

**Achievements**

* Received Award for “Best agent of Call Centre” in DR IT PLANETS (AIRTEL).
* Received Award for “Best Quality controller” in SSTL (MTS).
* Awarded “Fast learner” award during the first month of intern training.
* Awarded for “highest retention” in SSTL (MTS)

**Personal Details**

Husband name : Mr. Abhishek Chopra

Marital status : Married

Gender : Female

Personal Interest : Traveling, Listening Music, Reading

Date of Birth : 07 Feb, 1983

**Languages Known**

Hindi, English,Punjabi.

**Reference**

To be provided if required.

**Place:**

**Date: Signature**

**(Yogita Chopra)**