



# DIPA



US CLIENT SUPPORT & SERVICES | CRM |  
CHAT SUPPORT | EMAIL SUPPORT | BE-  
ELECTRICAL & ELECTRONICS ENGINEER |  
CUSTOMER SUPPORT OPERATIONS  
| INSIDE SALE | DIGITAL MARKETER



## CAREER TIMELINE

MAR'22 - PRESENT

### DOCNMEDS

Customer Support Operations & Inside sale

2015-2016

### TELEPERFORMANCE

Customer Support Executive  
[ International Process - UBER ]

2010-2014

### B.E ELECTRICAL & ELECTRONICS

SHRI SHANKARACHARYA COLLEGE OF  
ENGINEERING & TECHNOLOGY, BHILAI | 75.13%

2008-2010

### I.SC [ INTERMEDIATE OF SCIENCE ]

SENIOR SECONDARY C.B.S.E Percentage : 51.6%

2008-2010

### SECONDARY C.B.S.E

SENIOR SECONDARY C.B.S.E Percentage : 74.4%



## PROFILE SUMMARY

- Create and maintain strong customer relationships with accounts and operations.
- Liaising with client via Chat support to raise ticket for their query.
- Delivers operational excellence to internal and external stakeholders.
- Demonstrates determination to exceed customer expectations.
- Develop strong working relationships with customers to provide information in the quantity, timeframes, and vehicles most important for each
- Own Account Management and Customer Relationships in cooperation with the Coordinator and Manager.
- Participate in the communication of shortages and re-timings across/within the region, working closely with Order Management.
- Assist in the project management of customer initiatives.
- Participate in activities designed to improve customer satisfaction and business performance.

## EXECUTIVE SUMMARY

I am a professionally qualified engineer with 3+ years of experience in customer services and inside sale moreover I am a smart working, honest individual, Self-motivated, and flexible to work in any shift. Quick study for new products, services, and policies. Currently, I am seeking employment that will make the best use of my skills and allow me to develop them further.

## HOW TO CONTACT ME



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Kolkata | Newtown | India |



## PROFESSIONAL CERTIFICATION

2023 DIGITAL MARKETING

2023 ADVANCED EXCEL &  
FINANCIAL CALCULATIONS  
FROM ELEARNMART

2023 INSIDE SALES  
FROM LINKEDIN LEARNING

2020 GOOGLE IT TECHNICAL  
SUPPORT FUNDAMENTALS  
FROM GOOGLE

SOFT SKILLS



STRONG COMMUNICATION SKILLS



TEAM PLAYER



PROJECT MANAGEMENT



CONFLICT MGT



QUICK LEARNER



PROBLEM-SOLVER

CORE COMPETENCIES



Operations Management



Processing Documents



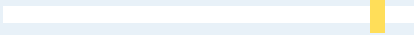
Project Planning



Chat support & Email support



Customer Relations



Customer Service



PORTFOLIO WEB PAGE

[HTTPS://DIPALAL.WIXSITE.COM/INDIA](https://dipalal.wixsite.com/india)

INTEREST/HOBBIES

Listening Music



Online shopping



Cooking



Poetry



- Create strong working partnerships to ensure team success.
- strong organizational and follow-up skills with attention to detail and ability to multi-task in a fast-paced environment.
- Willingness to embrace change and all other assigned duties for the greater good of the team.
- Ability to effectively interact and build a favorable business relationship with all carriers and customers.



CAREER CONTOUR

Mar'22- Present | docNmeds | Customer Support operation & Inside Sales

Key Result Areas:-

Mar 2022 to Present

- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Provide accurate, valid, and complete information by using the right methods/tools.
- Meet personal/customer service team sales targets and call handling quotas.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Manage large amounts of incoming phone calls and Generate inside sales leads.
- Keep records of customer interactions, process customer accounts, and file documents.
- Follow communication procedures, guidelines, and policies and takes the extra mile to engage customers.
- Responding to customer queries in a timely and accurate way, via phone, email, or chat.
- Gather customer feedback and share it with our Product, Sales, and Marketing teams.

Jun'15 - Oct'16 | Teleperformance | Customer Support Executive | Back-end operation support

Key Result Areas:-

1.4 YEARS 2015-2016

- Handle customer inquiries, complaints, billing questions, and payment extension service requests.
- Ability to determine customer needs and provide appropriate solutions as per the given deadline. Maintain regular and reliable attendance, including the daily schedule as assigned.
- Taking effective problem-solving skills including decision making, time management, and immediate prioritization of tasks as assigned.
- Resolve customer queries, ensuring that a high standard of customer service is maintained.

COMPUTER/IT SKILLS



- Operating systems (Windows)
- Office suites (Microsoft Office)
- Presentation software (PowerPoint)
- Spreadsheets (Excel, Google Spreadsheets)
- Communication tools (Zoom and Skype)

LANGUAGES



- English
- Business Fluent
- Hindi
- Business Fluent

AVAILABILITY



- Ready to join immediately.
- Preferred Location - Anywhere in India

PERSONAL DETAILS

- Date of Birth: 01 July 1992
- Marital Status: Married
- Husband Name- Bhaskar Kr Lal
- Husband Occupation - P.S in Japanese Investment Banking
- Nationality: Indian
- Gender : Female

- Daily follow-up with customer query to ensure that appropriate actions were taken or not in order to resolve the query.
- Take ownership of queries and proactively follow through to resolution.
- Processes customer requests in a timely and accurate manner, Raising tickets and resolving them in a timely manner with proper applying customer feedback.
- Reconcile on a daily basis which will involve - a) Payment Updates. b) Payment Refunds related query) Payment Cancellations. Managed a high volume workload within a deadline-driven environment. Resolved an average of inquiries in any given week and consistently met performance benchmarks in all areas(speed, accuracy, volume).
- Handled a high volume of emails, opened Jira trouble tickets, and provided support to US clients.
- Helped to develop and implement working solutions to customer business requirements.
- Helped facilitate system process improvements and streamlining to ensure customer.



PROJECT IN ENGINEERING

Academic Project 1: Minor Project | Duration: 5-6 Months |

Project Title: Temperature measurement of the electrical device using digital image processing.

Description: In this project, we observed that there exists a relation between temperature and color, and using the infrared image we can find out the temperature in a different part of electrical devices without making any contact.

Academic Project 2: Major Project | Duration: 5-6 Months |

Project Title: Buck converter voltage stabilizer using PID.

Description: In this project, a buck converter has been designed to generate the output needed for the buck system, to get the required output from the system, a reference voltage was used.



INTERSHIP/TRAINING DURING ENGINEERING

Industry Name - NTPC Limited | Chhattisgarh Korba |

Description: I did training /internship during my BE where I learned practical training in the following areas, like main plant boiler & turbine, Electric maintenance, CHP, PPF, and learned the various procedures for the same in detail.

Dipa

