PRIYANKA JOSHI

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Job Objective

Seeking a challenging career in an organization where I can optimally utilize my knowledge and skills and contribute to the maximum in achieving the Long-term Goals of the Organization while enhancing my own skills.

Work & Experience

Current company: Techmahindra Pvt Ltd.

Department: OYO rooms sales and Flipkart

Duration: 20 Dec,2017 to till 11 March,2020

Roles and Responsibilities:

.To handle customers query related to hotel bookings.

. To escalate cluster manager for more discount.

. To make amendments in packages

. To handle customers related to ecommerce queries in Flipkart.

Company Name: MakeMyTrip Pvt Ltd(IEnergizer)

Designation : Senior executive

Department : Outbound operations

Duration : 21st Dec 2015 to sep2017

Roles & Responsibility: .

To handle pre tour and on ground escalations.

To make offline booking for international destinations by coordinating with different vendors. .

To handle amendment request in packages .

Company Name : Ienergizer Pvt Ltd.

Designation : Customer executive

Duration : From 1 OCT 2013-2015

Industry : BPO

Department : customer support

Roles & Responsibility:

• Handling escalation calls.

• Arrange engineer visit at customer place by coordinating with service center.

• Handling customer query and forward his complain to the concern department via mail

Strength

• Hardworking

• Active listening

Professional Qualification:

• 12th Passed from CBSE Board

• Graduated in B.com from D.U

Personal Details

Name. : Priyanka Joshi

Nationality: Indian

Languages Known: English, Hindi

Marital Status: Single

Sex: Female

Permanent Address: J-180,sec-23, Noida

I hereby declare that above information is true of my knowledge.

Date:

Priyanka