**Purnima Shabarwal**

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**OBJECTIVE**

* To utilize my professional skills, coupled with my sound customer service experience towards achieving a challenging career in a growth oriented and leading edge organization which recognizes and values
* Individual contribution and provides opportunities for mutual growth and advancement.

**PROFESSIONAL EXPERIENCE:**

**EXCELLENT ENTERTAINMENT NETWORKS**:

**Customer Service Operations** (May 2017 – Jan 2020)

* Coordination with Client & Customer through Skype, WhatsApp, E-Mails & Telephone for Pre & Post Event operations across India.
* Maintain the database for the clients to promote services of the companies through digital channels (Social Media).
* Arranging meetings with clients and set reminders for business leaders.
* Record Minutes of Meeting with suppliers, vendors & clients for follow-up actions thereof • Provide support services on calls or emails & maintain MIS for future follow ups.
* Seeking to obtain first-hand Client feedback and use it for improvements in the services.
* Maintaining daily reports, records and other details on MIS (Sales force).
* Maintaining records of the payments received from the clients & keeping records in MIS (Sales force).

**BHARTI AIRTEL PVT LTD (Airtel Money Wallet)**

**Sr Executive in Business Operations**  (Jan 2016 – Mar 2017)

* Handle and manage all the operations for Airtel Money wallet applications.
* Handle Airtel money wallet emails and all escalations related to E-mails.
* Aligned with process to launch Airtel Payments bank with business partners.
* Handled & managed campaign for Airtel Payments Bank (Airtel Money wallet).
* Work on tools called Excel, Suite CRM for and Finacle for E-mails.
* Setting up M Pin for the contact numbers of the customers as Airtel Payments Bank.
* Deactivate or Activate Airtel money wallets along with IR operations.
* Taking care of PD payments and creating cash backs for wallet customers.
* Manage Airtel money wallet consolidation by deactivating 1 contact and activate another. • Manage wallets by loading money and sending money to beneficiaries

We work on Need Help (Excel

**STERIA**

**HR Operations** (Process Executive)(Feb 2013 – Apr 2016)

* Process work in line with agreed procedures, business rules or scripts – Processing work could
* Include making calls, answering telephone, emails, chats, or processing transactions.
* Learn the procedures and understand parameters of producing a quality output.
* Process work to the defined level of quality.
* Resolve queries and escalate as necessary (i.e. a team leader/manager/other group)
* To schedule and priorities allocated work on a daily basis.
* Distribute information and when required, work to the other team members or groups.
* Identify and suggest areas of improvement.
* Maintain and update information held on a data base or manually.
* Support line management on any additional admin when required.
* Print/post data/reports/invoices daily.

**IBM DAKSH**

**Sr. Technical Support** (Sep 2007 – Jun 2009)

* Promoted being a part of provisioning in IPTV in Tiscali Broadband.
* Work on tool called Remedy to manage customer orders and complaints.
* Also work on 3 different reports (B2C Errored, 3700 & TV Errored) apart from Remedy.
* Client interaction on conference calls as well as Emails.
* Making reports on daily basis and send it to Client.

**Technical Support** (Jun 2006– Aug 2007)

* Making outbound calls for BTFMT in Tiscali Broadband.
* Always meeting & exceeding targets on monthly basics (AHT, Login Time).
* Privilege to become top performer on many occasions.
* Privilege being a part of operations as Acting SME.
* Take supervisor calls to satisfy customers and assure best services.

**Initiatives & Achievements (IBM):**

**Rewards & Recognition:**

* 1st STAR OF THE MONTH QualityAward.
* 2nd STAR OF THE MONTH Certificate
* For “Delivering Exceptional Customer Experience”.

**Initiatives:**

* Making Performance Reports on Excel.
* Provide floor support as per the process requirement.
* Also have been responsible for conducting trainings for the newer agents on the floor.
* An excellent track record of performance.
* Have received several VOCs (Voice of Customer)

**Key Strengths**

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| --- | --- |
| * Acquired multiskilled knowledge in BPO industry: viz. Customer Service, Backend, etc
* High degree of adaptability to adjust to new environment
* Flexibility regarding working hours
* Good observer and learner with Typing Speed (30-35)
* Good Knowledge of MS Office (Word, Excel, PowerPoint)

 **Educational Qualification**  |   |
|  • **Bachelor of Arts**   | **June 2006** |
| JDVM PG College, University of Kanpur • **Senior Secondary (XII)** Hansraj Model School, Punjabi Bagh, New Delhi  **Personal Details**  | **June 2003** |
| **Date of Birth**  |  | : 21st August 1987 |
| **Hobbies**  |  | : Traveling, Browsing & Listening Music  |
| **Nationality**  |   | : Indian  |