

CV

Bhavna

CONTACT

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Uttar Pradesh, Lucknow

LANGUAGES

- English
- Hindi

PERSONAL INFO

- Date of birth: 29 November 1994

Place of birth: Lucknow

PROFESSIONAL SUMMARY

As a highly skilled and experienced Customer Service Officer, I have over 1.9 years of experience in providing exceptional customer service. Throughout my career, I have consistently demonstrated my ability to handle various customer inquiries and complaints with professionalism and efficiency. My biggest achievement in this role has been maintaining a high level of customer satisfaction and retention rates. My best qualities include strong communication skills, empathy, and the ability to remain calm under pressure. Additionally, I possess excellent problem-solving skills and am proficient in using CRM software. I am now seeking a challenging role where I can utilize my expertise and contribute to the growth of the organization's customer service department.

EXPERIENCE

Customer Service Officer

Hero Housing Finance Limited / Uttar Pradesh, Lucknow

2022 - Now

As a Customer Service Officer at Hero Housing Finance Limited in Lucknow, I was responsible for providing exceptional customer service to clients seeking financial assistance for purchasing their dream homes. I consistently demonstrated strong communication skills, problem-solving abilities, and attention to detail while handling a high volume of inquiries and requests.

- Managed customer inquiries and resolved issues promptly.
- Maintained accurate records of all customer interactions.
- Collaborated with team members to improve processes and procedures.
- Conducted follow-up calls to ensure customer satisfaction.
- Assisted customers with loan application processes.
- Provided regular updates to customers on loan status.
- Built and maintained strong relationships with clients.
- Trained new employees on customer service best practices.
- Closed OTC/PDD in system.
- Maintain disbursement cheques record & Handover to customers.
- Maintain Daily & Weekly Data MIS.
- Records of original property papers in FRFC
- Monitor progress of existing loans.
- Initiated FCU, IMD banking
- Dispatching Docket/Original property papers/OTC/PDD/TRANCHE-/AUDIT QUERY.

Teacher

Yashoda Devi Baal Shiksha Niketan / Uttar Pradesh, Lucknow

2014 - 2022

As a teacher at Yashoda Devi Baal Shiksha Niketan in Lucknow, I had the privilege of working with children from diverse backgrounds and helping them develop a love for learning. My passion for education and dedication to my students allowed me to create a positive and engaging classroom environment.

- Developed lesson plans and taught various subjects
- Conducted assessments and provided feedback to students
- Collaborated with colleagues on curriculum development
- Organized extracurricular activities and events
- Fostered a supportive and inclusive learning environment
- Communicated with parents regarding student progress
- Implemented innovative teaching methods to enhance student learning
- Proficient with modern classroom technology.

EDUCATION

B. Ed

Swami Vivekanand University, Uttar Pradesh, Lucknow

2018 -

M.sc

Nehru Gram Bharti University, Uttar Pradesh, Lucknow

2016 -

Bachelor of Science (BS)

Bright Career Girls Degree College, Uttar Pradesh, Lucknow

2013 -

Intermediate

Navyug Kanya Vidyalaya Inter College, Uttar Pradesh, Lucknow

2010 -

High School

G P Montessori H S School Lucknow, Uttar Pradesh, Lucknow

2008 -

SKILLS

Microsoft Excel

Problem Solving

Communication

Project Management

Time Management

Leadership

Interpersonal Skills

Patience

MARITAL STATUS

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