



Anupam Jojo

Nationality: Indian ☐ (+91) 9090853227 **Date of birth:** 22/07/1992

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ABOUT ME

Proven ability to provide excellent customer service in busy environments. Ability to adapt to customers' needs and match them with the right solutions. Detail-oriented professional who works well under pressure. Focused professional with experience in multi-site call center management, process simplifications and service benchmarks. Frequently praised as detail-oriented by peers, I can be relied upon to help your company achieve its goals.

WORK EXPERIENCE

Executive

Vodafone [28/02/2019 – 14/05/2021]

City: Ahmedabad

Country: India

- **Developed and maintained working knowledge of internal policies, procedures and services to appropriately address customer issues.**
- **Responded to telephone inquiries and complaints following standard operating procedures.**
- **Met deadlines while maintaining high-quality deliverables.**
- **Maintained knowledge of company products to provide helpful suggestions and recommendations to customers.**
- **Updated and maintained database with accurate customer information and timely data entry.**
- **Greeted customers by name and displayed respectful attitude, helping develop rapport with customer base and build lasting relationships.**
- **Delivered personalized customer service relating to questions and promptly resolved basic problems on customer accounts.**
- **Raise Cases and tickets for delayed orders.**
- **Drafting Escalation email for the incomplete order or Customer complaints.**
- **Making Reports for the Outside Service Level Agreement (OSLA) Orders.**

EDUCATION AND TRAINING

Masters of Business Administration(Finance and Marketing).

NSHM Knowledge Campus. [2015 – 2017]

Address: 124, 60, Basanta Lal Saha Rd, Tara Park Behala, Kolkata, West Bengal, 700053 (India) <https://www.nshm.com>

Bachelor of Business Administration

Trident Academy of Creative Technology. [2011 – 2014]

Address: F-2, Chandaka Industrial Estate In front of Infocity, Infocity Chandrasekharpur, Bhubaneswar, Odisha, 751024 (India)

<https://tact.ac.in/>

12th Grade

Bhagya College of Science and Technology. [2009 – 2011]

Address: Unit 9 near Ram Mandir, Bhubaneswar, Odisha , 751002 (India)

Matriculation

St. Mary's Higher Secondary School. [2008 – 2009]

Address: Cox Colony Jharsuguda, Odisha, 768203 (India)

LANGUAGE SKILLS

Mother tongue(s): **Hindi**

Other language(s):

English

LISTENING C1 READING C1 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

DIGITAL SKILLS

My Digital Skills

Microsoft Office, Microsoft Word, Microsoft Excel, Outlook, Facebook, Google

HOBBIES AND INTERESTS

Activities

1. Social Media.
2. Badminton.
3. Dance.

COMMUNICATION AND INTERPERSONAL SKILLS

Soft Skills

1. Being good at team building and at building trust.
2. Good convincing skill.
3. Public speaking and presentation skills.
4. Socializing skills.
5. Collaborating and working well together with others.
6. Empathy for others.
7. Self- awareness.
8. Ability to take participation in group discussions.
9. Conflict management and resolution skills.
10. Adaptability with Changing environment.