Audrey Quintal

Mobile: +91 9844065124

E-mail: sagequintal62@gmail.com

Career Objective: To implement the inherent skill-sets to achieve company goals beyond the expected levels with positive attitude and confidence and to excel with the organization and pursue a successful career with utilization of qualification

Experience:

1. Worked with Wipro BPO From November 18th 2004 till July 4th 2008

Job profile: Corporate Customer Care for Delta Airlines

Responsibilities:

1. Worked in General Sales (CMS, Sky Miles & Reissues)
2. Worked in Online Customer Support Desk (Delta. Com)
3. Have experience of Working with KANA.
4. Trained in Corporate Customer Care (Quality Team)
5. Trained in Quick Response.

Experience:

1. Worked with Convergys From November 26th 2010 till April 24th 2012

Job Profile: Senior Customer Care Officer for (EFS) JPMorgan Chase Bank

Responsibilities:

1. Dealt with pre-paid debit cards such as Payroll cards, Direct Benefit cards (DBC), Direct Payment cards (DPC) and EBT cards which are for food stamps and cash benefits.
2. Helped with OJT batches as floor support and also took Escalation calls as a supervisor.

Experience:

1. Worked with First Advantage (GOC) from September 23rd 2013 till 1st June 2016

Job Profile: Verification Associate, Check QC

Responsibilities:

1. Made outbound call as a Verifications Associate
2. Moved to process called Insufficiency (Candidate’s Missing Information/Documents) then moved to a **QC position**- checking the e-mails sent to the Candidate/Hiring Manager and whether the team was following the process listed in the Client Policy Notes (CPN) , giving the team regular feedback on their performance, creating templates and bullet points for the Team to use, creating weekly test papers, sending the Team updates and reminder of the work that needs to be completed, Helped with work allocation/Re-allocation of cases, helped with the missed Insufficiency (Report), provided process Training to the New Associate’s that join the Team, Helped with WIP audits, provided Floor Support and helped resolve the Team’s Escalations (Jira).

Education Details:

* Passed H.S.C from Gujarat State Education Board from St. Xavier’s Mirzapur with Second class in March/April 2003.
* Passed S.S.C from Gujarat State Education Board from Mount Carmel High School Navrangpura with Distinction April/May 2001

Personal Details:

Permanent Address : Flat No. 417, 5th floor, DS Max Solitaire Apartments Horamavu

Banjara Layout, Bangalore, Karnataka - 560043

Current Address : Flat No. 417, 5th floor, DS Max Solitaire Apartments Horamavu

Banjara Layout, Bangalore, Karnataka - 560043

Date of Birth : 9th January, 1985

Nationality : Indian

Sex : Female

Marital Status : Married

Languages : English & Hindi

Hobbies:

* Reading
* Teaching
* Internet Surfing
* Listening to Music
* Watching Movies
* Traveling

Strengths

* Hard Working
* Good Communication Skills
* Ability to cope up with stress
* Optimistic Nature
* Innovative

Date:

Place: Bangalore