



# DIPA



US CLIENT SUPPORT & SERVICES | CRM |  
CHAT SUPPORT | EMAIL SUPPORT | BE-  
ELECTRICAL & ELECTRONICS ENGINEER |  
CUSTOMER SUPPORT OPERATIONS  
| INSIDE SALE | DIGITAL MARKETER



## CAREER TIMELINE

MAR'22 - PRESENT

### DOCNMEDS

Customer Support Operations & Inside sale

2015-2016

### TELEPERFORMANCE

Customer Support Executive  
[ International Process - UBER ]

2010-2014

### B.E ELECTRICAL & ELECTRONICS

SHRI SHANKARACHARYA COLLEGE OF  
ENGINEERING & TECHNOLOGY, BHILAI | 75.13%

2008-2010

### I.SC [ INTERMEDIATE OF SCIENCE ]

SENIOR SECONDARY C.B.S.E Percentage : 51.6%

2008-2010

### SECONDARY C.B.S.E

SENIOR SECONDARY C.B.S.E Percentage : 74.4%



## PROFILE SUMMARY

- Create and maintain strong customer relationships with accounts and operations.
- Liaising with client via Chat support to raise ticket for their query.
- Delivers operational excellence to internal and external stakeholders.
- Demonstrates determination to exceed customer expectations.
- Develop strong working relationships with customers to provide information in the quantity, timeframes, and vehicles most important for each
- Own Account Management and Customer Relationships in cooperation with the Coordinator and Manager.
- Participate in the communication of shortages and re-timings across/within the region, working closely with Order Management.
- Assist in the project management of customer initiatives.
- Participate in activities designed to improve customer satisfaction and business performance.

## EXECUTIVE SUMMARY

I am a professionally qualified engineer with 3+ years of experience in customer services and inside sale moreover I am a smart working, honest individual, Self-motivated, and flexible to work in any shift. Quick study for new products, services, and policies. Currently, I am seeking employment that will make the best use of my skills and allow me to develop them further.

## HOW TO CONTACT ME



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Kolkata | Newtown | India |



## PROFESSIONAL CERTIFICATION

2023 DIGITAL MARKETING

2023 ADVANCED EXCEL &  
FINANCIAL CALCULATIONS  
FROM ELEARNSMARKET

2023 INSIDE SALES  
FROM LINKEDIN LEARNING

2020 GOOGLE IT TECHNICAL  
SUPPORT FUNDAMENTALS  
FROM GOOGLE

## SOFT SKILLS



**STRONG COMMUNICATION SKILLS**



**TEAM PLAYER**



**PROJECT MANAGEMENT**



**CONFLICT MGT**



**QUICK LEARNER**



**PROBLEM-SOLVER**



## CAREER CONTOUR

### Mar'22- Present | docNmeds | Customer Support operation & Inside Sales

#### Key Result Areas:-

Mar 2022  
to  
Present

- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Provide accurate, valid, and complete information by using the right methods/tools.
- Meet personal/customer service team sales targets and call handling quotas.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Manage large amounts of incoming phone calls and Generate inside sales leads.
- Keep records of customer interactions, process customer accounts, and file documents.
- Follow communication procedures, guidelines, and policies and takes the extra mile to engage customers.
- Responding to customer queries in a timely and accurate way, via phone, email, or chat.
- Gather customer feedback and share it with our Product, Sales, and Marketing teams.

### Jun'15 - Oct'16 | Teleperformance | Customer Support Executive | Back-end operation support

#### Key Result Areas:-

1.4  
YEARS  
2015-2016

- Handle customer inquiries, complaints, billing questions, and payment extension service requests.
- Ability to determine customer needs and provide appropriate solutions as per the given deadline. Maintain regular and reliable attendance, including the daily schedule as assigned.
- Taking effective problem-solving skills including decision making, time management, and immediate prioritization of tasks as assigned.
- Resolve customer queries, ensuring that a high standard of customer service is maintained.

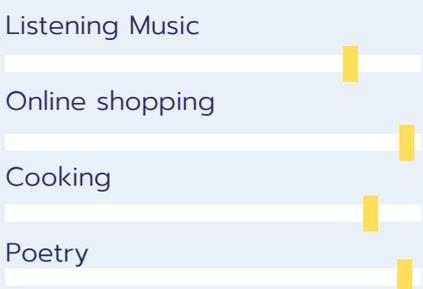
## CORE COMPETENCIES



## PORTFOLIO WEB PAGE

[HTTPS://DIPALAL.WIXSITE.COM/INDIA](https://dipalal.wixsite.com/india)

## INTEREST/HOBBIES



## COMPUTER/IT SKILLS



- Operating systems (Windows)
- Office suites (Microsoft Office)
- Presentation software (PowerPoint)
- Spreadsheets (Excel, Google Spreadsheets)
- Communication tools (Zoom and Skype)

## LANGUAGES



- English Business Fluent
- Hindi Business Fluent

## AVAILABILITY



- Ready to join immediately.
- Preferred Location - Anywhere in India

## PERSONAL DETAILS

- Date of Birth: 01 July 1992
- Marital Status: Married
- Husband Name- Bhaskar Kr Lal
- Husband Occupation - P.S in Japanese Investment Banking
- Nationality: Indian
- Gender : Female

- Daily follow-up with customer query to ensure that appropriate actions were taken or not in order to resolve the query.
- Take ownership of queries and proactively follow through to resolution.
- Processes customer requests in a timely and accurate manner, Raising tickets and resolving them in a timely manner with proper applying customer feedback.
- Reconcile on a daily basis which will involve - a) Payment Updates. b) Payment Refunds related query) Payment Cancellations. Managed a high volume workload within a deadline-driven environment. Resolved an average of inquiries in any given week and consistently met performance benchmarks in all areas(speed, accuracy, volume).
- Handled a high volume of emails, opened Jira trouble tickets, and provided support to US clients.
- Helped to develop and implement working solutions to customer business requirements.
- Helped facilitate system process improvements and streamlining to ensure customer.



## PROJECT IN ENGINEERING

Academic Project 1: Minor Project | Duration: 5-6 Months |

Project Title: Temperature measurement of the electrical device using digital image processing.

Description: In this project, we observed that there exists a relation between temperature and color, and using the infrared image we can find out the temperature in a different part of electrical devices without making any contact.

Academic Project 2: Major Project | Duration: 5-6 Months |

Project Title: Buck converter voltage stabilizer using PID.

Description: In this project, a buck converter has been designed to generate the output needed for the buck system, to get the required output from the system, a reference voltage was used.



## INTERSHIP/TRAINING DURING ENGINEERING

Industry Name - NTPC Limited | Chhattisgarh Korba |

Description: I did training /internship during my BE where I learned practical training in the following areas, like main plant boiler & turbine, Electric maintenance, CHP, PPF, and learned the various procedures for the same in detail.

Dipa

