

PRIYANKA BHUSE

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PROFILE

Enthusiastic and results-driven professional with hands-on experience in customer service (voice & non-voice), international BPO operations, and data handling. Adept in troubleshooting, data verification, team coordination, and process training. Seeking to leverage strong interpersonal and technical skills to contribute effectively to an IT or customer operations team. To gain new experience and to utilize my interpersonal skills to achieve company goals and to achieve my goals.

WORK EXPERIENCE

2024 - PRESENT

Reliance Industries Ltd, Mumbai

Customer Care Executive (Voice Process)

- Handling the customer queries, Professional offering answers to the customers of an organization in Jio Fibers and Air fibers Wifi related calls and emails by providing with the help of client application.
- Managing High Volumes of Inbound queries, Troubleshooting Product/Service Issues and meet the KPIs CERTIFICATES. Target. Maintain Data and Clarifying data to team.
- **Skill Learnt** : Problem Solving, Patience, Attentiveness, Emotional Intelligence, Communication Skills, Empathy, Sympathy, Active Listening, Technical Knowledge.

2021-2023

Hexaware Technologies, Nagpur

Sr. Executive {International Non-voice process}

- Capturing and verifying International Magazines documents provided by client US AND CANADA with the help of client application, and solving queries in chats and email as well. Reviewing with quality assessment team. Training to 30 new Employee on past project which is Hawkeye International Process, Data Capturing, Data Cleansing and Working Process.
- **Skill Learnt** : Business Process understanding, International Magazines, Citrix, Harlan and Boone, Data Collection, Team Management, Training and Development, Professional Communication.

EDUCATION

2018-2022

RTM NAGPUR UNIVERSITY, NAGPUR

- Bachelor of Engineering (Computer Engineering)
- CGPA : 7.72

2018 XII TH

MAHARASHTRA STATE BOARD

- Science
- PERCENT : 57.69

2016 XTH

MAHARASHTRA STATE BOARD

- Percent : 73.20

SKILLS

Non-Voice Process
Salesforce(Admin-Dev)
Team Management Trainer Employee
Problem Solving and Hardworking
Quick Learner

CERTIFICATES

■ MSCIT -By MKCL

MS Word, MS Excel, Power Point.

■ CERTIFICATE -By Skilligence Edtech Pvt Ltd

ARTIFICIAL INTELLIGENCE WITH
MACHINE LEARNING.

LANGUAGES

- ENGLISH
- HINDI
- MARATHI
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