

JYOTI GAUTAM

Sector H, Jankipuram, Lucknow
8960365049 | rawatseenu28@gmail.com

Objective

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

Experience

- Team Leader** 05 Oct 2021 - Till date
Tech Mahindra (UP 112 Process)

Currently leading Feedback Desk and Social Media Desk with 80 associates.
Ensuring all SLAs met.
Strategically planning rosters, solving problems of associates, managing special desk issues on daily basis.
Handled WCD Desk ensuring good team management and strategic planning.
Handled Inbound Team effectively.
- Communication Officer** 12 Sep 2018 - 04 Oct 2021
Tech Mahindra (UP 112 Process)

Experience of handling inbound calls and social media applications to provide emergency help to citizens.

Education

- MBA** 2019
LBSIMDS (AKTU)
- BBA** 2017
LBSGCM (Lucknow University)
- Intermediate** 2014
UP Board
- High School** 2012
UP Board

Skills

- Management Skills
- Strategic Planning
- Communication Skill
- Leadership skills
- Problem solving
- Decision making

Languages

- Hindi
- English

Personal Profile

- Date of Birth - 15/05/1998
- Marital Status - Unmarried
- Religion - Hindu
- Citizenship - Indian
- Father - Chandrapal Gautam

Mother - Chandrawati Gautam

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Declaration

- I hereby confirm that all the facts stated above are accurate to the best of my belief.