

CURRICULUM VITAE

Ankita Shukla

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CAREER OBJECTIVE

To work in a firm with a professional work driven environment where I can utilize and apply my knowledge, skills which would enable me as a fresh graduate to grow while fulfilling organizational goals.

BASIC ACADEMIC CREDENTIALS

Discipline	Institute	Percentage	Passing Year	University/Board
M.COM	IGNOU	61%	2019	IGNOU
B.COM	CAREER CONVENT GIRLS DEGREE COLLEGE.	62.2%	2015	LUCKNOW UNIVERSITY
INTERMEDIATE	PIONEER MONTESSORI INTER COLLEGE	79.4%	2012	U.P. BOARD
HIGH SCHOOL	PIONEER MONTESSORI INTER COLLEGE	75.16%	2010	U.P. BOARD

WORK EXPERIENCE

- **Company** : Aegis Customer Support Services Private Limited
- **Process** : Flipkart (Call process)
- **Period** : From July 2021 till now
- **Key Roles And Responsibilities**
 - ✓ Managing large amount of phone calls
 - ✓ Handling Objections of customers to their satisfaction
 - ✓ Providing valid resolution using right methods/tools
 - ✓ Following communication procedures, guidelines and policies
 - ✓ Making proper notes understandable for escalation team

INTERPERSONAL SKILL

- ❖ Strong phone contact handling skills and active listening
- ❖ Handling irated customers patiently
- ❖ Highly Interactive
- ❖ Time management for a particular customer
- ❖ Willingness to learn
- ❖ Self control

PERSONALDETAILS

- ❖ **Father'sName** :-Mr. Rakesh ChandraShukla
- ❖ **Mother'sName** :- Mrs.NeelamShukla
- ❖ **Date ofBirth** :- 29 August1996
- ❖ **Language Known** :- English & Hindi
- ❖ **MaritalStatus** :- Single
- ❖ **Nationality/Religion** :- Indian / Hindu
- ❖ **Interest &Hobbies** :- Dancing, listening music.

DECLARATION

I do hereby declare that the above information is true to the best of my knowledge.

Place:Lucknow,U.P.

AnkitaShukla
(Signature)