

# AKANKSHA JANGIR

| +91-911-938-54-48|

| [jangir\\_akanksha@outlook.com](mailto:jangir_akanksha@outlook.com)|

Highly specialized in maintaining customer relations and solving customer grievances. Adept in putting best efforts to bring maximum satisfaction to customers aligned to organizations vision along with building trust. Successfully executed and monitored the complete process of grievance handling in an efficient and swift manner.

## Experience

### TEAM LEADER | CARS24 | NOVEMBER 2020 – PRESENT

Responsibilities include:

- Joined as associate and promoted to team lead
- Leading team of 4 associates across different sub vertical
- Creating QOP data and presenting in quarterly review to figure out plans and action
- Process excellence
- Revamp process setup for ticket and escalation resolution from time to time as per business requirement
- Setting up monthly targets and ensuring achievement of the same like CSAT, FRT, RTAT

### CUSTOMER SUPPORT EXECUTIVE | SUNARC TECHNOLOGIES | OCTOBER 2019 – OCTOBER 2020

Responsibilities include:

- Handled complex and sensitive client relations and quality control issues to minimize negative impact
- Generated status and performance reports to facilitate continuous improvement
- Led process improvements and problem-solving efforts to create standard procedures
- Maintained consistent communication with leadership team to monitor business and process metrics to measure and manage customer service effectiveness.

### CUSTOMER CARE MANAGER | NEXA | OCTOBER 2017 - SEPTEMBER 2019

- Led process improvement and problem-solving efforts to create standard procedures and escalation policy for customer support team.
- Performed duties and provided services in accordance with established operating procedures and company policies
- Supervised daily operations to ensure customer satisfaction and employee productivity

### MANAGEMENT EXECUTIVE | K.R.P. Motors | March 2015 - December 2016

- Contributed to smooth business operations by planning and organizing meetings and conferences
- Seamlessly interacted with various departments to plan and complete daily operations
- Promoted team productivity by keeping supplies organized and well-stocked
- Prepare daily, weekly and monthly reports of sales and share same with Suzuki Motors Pvt. Ltd

### BACK OFFICE EXECUTIVE | Lal Singh Motors | June 2012 - April 2013

- Prepare consolidated reports and share with TATA Motors on monthly basis
- Prepare claim reports monthly as per the guidelines.
- Preparation of daily reports of sales, purchase and expenses.
- Maintained inventory for back-office supplies.

## Education

- **Master of Business Administration** – University of Rajasthan 2017
- **Bachelor in Laws** – Maharaja Ganga Singh University 2015
- **Bachelor of Business Administration** – University of Rajasthan 2012

## PROFESSIONAL ACHIEVEMENTS

- Star Performer – 3 times in row by CARS24
- PAT CARD Awardee by CARS24
- Achieved Highest CEI (Customer Engagement Index) in the year 2018-2019 at State Level (Rajasthan), in NEXA Service Maruti Suzuki
- 2nd Runner up at State Level “Skill Competition” organized by Maruti Suzuki

## SKILLS

- Customer Relationship Management
- Inter-department Collaboration
- Schedule Management
- Customer Relations
- Customer Success
- International Sales Support
- Compliance Adherence
- Performance Reporting