

Resume

OCINA NOVEL KINNY

Phone:+917045821353

Email:ocinakinny2324@gmail.com

Objective:

I'm looking forward to working in an environment that will provide me with professional challenges and fulfillment, as well as the opportunity to expand my skill set while putting my academic knowledge and training into practice.

AcademicQualification:

Course/Degree	College/school Passing Year	Percentage Remarks
S.S.C	Maharashtra Board 2013	64.91% Firstclass
H.S.C	Maharashtra Board 2015	62.31% Firstclass
F.Y.B.Com	Mumbai University 2016	Grade B NA
S.Y.B.Com	Mumbai University 2017	Grade B NA

ProfessionalExperience:

Organization: Nykaa.Com
Designation: Executive- Catalogue also worked as (Executive- Customer Service)
Tenure Working since May 2019 till date

Job Responsibilities :

- Manage daily operations for Luxe Brands including Updating Product Catalog.
- Knowledge of Listing, Updating Uploading Product Data / Specifications.
- Maintain large online product catalogs.
- Manage and create individual and bulk listing of new products on the e-commerce portal.
- Coordinate with brand and marketing teams to ensure product content is accurate, correctly nested, and properly distributed.
- Systematically organize and manage digital content (images, videos, copy) for multiple Luxe brands.

- Address customer issues and resolve them in a timely and efficient manner.
 - Solving customer complaints through chats and emails.
 - Ability to multitask, prioritize, and manage time effectively.
 - Mentored new team members, guiding towards the learning part.
 - Take ownership of customer issues and also get it solved on priority.
 - To ensure service is prompt, polite and professional standards are kept.
 - Also Working for Appliances and Gadgets (Customer Services).
 - Following up with the brand and the brand managers to get the issue resolved. •
- Playing a vital role in getting the cases resolved by being a spok person on behalf of Nykaa.(Appliances and Gadgets)
- Shared opinions whenever necessary, during a team meeting, ensuring the opinions are creative and practical.
 - Part of the pilot group of resolvers.(Appliances and Gadgets cases).
 - Ensuring customer experience is not hampered and also ensuring company policies are maintained.
 - To assist with other departments as required.

Organization	Karvy Digi Konnect Ltd
Designation	Customer Support Officer/ Administrative
Tenure	June2018 – May2019

Job Responsibilities :

- To be responsible for making outbound calls on a daily basis using data provided and generating leads.
 - To achieve agreed personal and departmental targets captured from calling data provided.
 - Making outbound calls to gather information on potential customers, and following up on previous communications.
 - Handling HNI and UHNI (High Net Worth) customers. (CEOs, CFOs, Owners •
- Handling The Hotline As Per Company Standards.
- Handling follow up and maintaining excel.
 - Handling Calendar Management.
 - Taking Care Of Travel Management.
 - Handling Expenses Reports.
 - Handling Customer Queries And Resolving Them On Time.
 - Managing Events including Birthday Celebrations, Monthly Awards, Diwali, Christmas, National holidays etc.
 - Taking Care Of Entire Stationary And Consumables Items.
 - Handling Support staff and getting the work done .
 - Maintaining attendance Office boys.
 - Taking care of entire office décor and following the checklist.

- Taking Minute of the Meetings, and working the action points .
- Transferring queries to the concerned person.

Organization	Pereira Computers and Security Systems
Designation	Receptionist/Administrative
Tenure	April 2017– May 2018

Job Responsibilities

- Handling the Incoming and outgoing call
- Handling Visitor Managements
- Handling Incoming and outgoing couriers
- Following up with vendor for Invoices
- Maintaining Office décor
- Handling Support staff
- Maintaining Daytoday Walking excel

Good knowledge and understanding of the technical aspects of the following:-

- Zendesk(emails)
- Kapture(emails)
- Verloop(chats)
- Admin panel
- Vinculum
- Elision

Skills and Abilities:

- Can quickly adapt to changes in the workplace environment
- Ability to achieve tasks within time constraints with no or least errors.
- Ability To Learn New Things Quickly.
- Have the ability to think big, delivering innovative strategic solutions. •
- Ability to work independently and under pressure.
- Time and project management skills, including the ability to work on multiple projects at the same time.

Hobbies:

- I love Singing and Cooking .

Personal Details:

Date of Birth: 23rd Jan 1998

Marital Status: Single

Languages Known :English,Hindi,&Marathi.

Address: Manori,Malad West.

THE INFORMATION PROVIDED IS TO THE BEST OF MY KNOWLEDGE.