



JINTU BORAH

CUSTOMER CARE EXECUTIVE

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CAREER OBJECTIVE

To work on a challenging job profile which provides an opportunity to enhance my technical skills and knowledge, this could provide me an insight into new aspects so that it would be helpful for my career.

EXPERIENCE

1 CUSTOMER SERVICE EXECUTIVE

Phoenix Hospital, Abu Dhabi, UAE

June 2022 - Present

- Welcome and greet patients with the Golden words
- Communicate effectively and professionally with patients, teammates, healthcare professionals and sales team
- Handle customer complaints provide appropriate solution and alternatives within the time limits follow up to ensure resolution
- Record an update patient's information into hospital database as well as manage appointment schedule and follow-up
- Deliver effective customer service and alternative support in handling a customer intake of 50+ patients daily

2 JUNIOR ASSISTANT.

Manappuram Finance Gold Loan Bank, Tezpur, India.

January 2021 – November 2021

- Associated customer service desk, providing face to face and telephone support.
- Review credit and loan applications.
- Responded to customer enquiries in a timely fashion.
- Educate individuals about loans, lines of credit.
- Analysed financial reports and compiled data for the branch.
- Perform other tasks around bank

PERSONAL

Father's Name : Sarat Borah

Sex : Male

Date of Birth : 03-Jan-1999

Marital Status : Single

LANGUAGES

English

Hindi

Assamese

PASSPORT DETAILS

Passport number: U7258398

Date of issue: 23/06/2021

Date of expiry: 22/06/2031

Place of issue: Guwahati

COMPUTER PROFICIENCY

MS-Word

MS-Office

MS-Excel

MS-PowerPoint

Data Entry

EDUCATIONAL QUALIFICATIONS

- **BACHELORS DEGREE IN ARTS.**
Darrang College,
Gauhati University, Assam, India.
2017 – 2020
- **HIGHER SECONDARY.**
Darrang College, Assam, India.
2015 - 2017
- **H.S.L.C**
Sacred heart school, Tezpur.
2015

ACHIEVEMENTS

- Awarded with a Certificate for successfully completed “The strategy of Content Marketing” authorized by the University of California offered through Coursera
- Record of Achievement from the “World Health Organisation for Standard Precautions, Environmental cleaning and disinfection”
- Member of All India Council for Technical Skill Development Completed Human Resource Management Course from E – Learning College
- Awarded with a certificate from Great Learning Academy for successfully completing Marketing 4P’s : Place
- Awarded with a certificate from National Service Scheme Cell, APJ Abdul Kalam Technological University for participating in the online quiz competition
- Awarded with a certificate from Ministry of Electronics and Information Technology for taking E – Waste Pledge.
- Awarded with a certificate from Ministry of Skill Development and Entrepreneurship for taking Entrepreneurship Pledge

STRENGTH

- Work with positive attitude.
- Self-Confident and Great Patience.
- Willingness to Learn

DECLARATION

I do hereby declare that all information furnished above is true to the best of my Knowledge and belief.

JINTU BORAH