

**AAKANKSHA CHAUHAN****Email:** aakankshachauhan99@yahoo.com**Mobile:** 91-9999855630

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**CURRENT EMPLOYMENT:****Midland Credit Management , an Encore Capital Group Company (Gurgaon, India)****Consumer Resolution/ Service****November 2019- Present**

- Handling fraud related situations of consumers to ensure a win-win situation for both the parties keeping consumer first philosophy in mind
- Applying logical reasonings to determine wrong party reporting/judgements situations to avoid possible regulatory complaints and threats
- Interaction with various internal and external departments to expedite the solution for the consumers. Requesting letters on accounts as per consumer's request. Ordering and reconciliation of account level statements

**LAST EMPLOYMENT:****American Express (Gurgaon, India)****Card Members Service Executive, Master Disputes Analyst****May 2016- May 2019**

- Responding to customer queries/issues in a timely and comprehensive manner ensuring customer satisfaction.
- Delivering to the Employees, Customer and Shareholder metrics as per goals
- Highlighting issues through feedback, recommending changes in workflows, procedures and service levels based on customer demands to meet their needs and ensure quality service is given at all times
- Adherence to quality and compliance guidelines
- Supporting any new initiatives in the directorate
- Balancing customer interests with the interests of American Express
- Identification and documentation of necessary information

**EDUCATION:**

Year	Degree	Institute/University
2008-2011	<b>BBA (Bachelors of Business Administration)</b>	Guru Gobind Singh Indraprastha University, Delhi

2008	<b>AISSCE (12<sup>TH</sup>)</b>	Kulachi Hans Raj Model School ,New Delhi
2004	<b>AISSCE (10<sup>th</sup>)</b>	Kulachi Hans Raj Model School ,New Delhi

**STRENGTHS:**

- Quick Learner
- Strong Work Ethic
- Communication Skills
- Initiative

**INTERESTS:**

- Customer Dealing
- Marketing

DATE:

PLACE:

I hereby declare that the information given by me is true and correct.

AAKANKSHA CHAUHAN