

CHUKMI LUNGLENG

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10 4th b crossroad Ejipura
Bangalore
560047

ACTIVITIES AND INTERESTS

- Singing
- Reading
- Writing
- Cooking
- Travel

KEY SKILLS

- Budget management
- Excellent listener
- Friendly, courteous, & service oriented
- Poised under pressure
- Staff training & coaching
- Quality assurance
- Solid written & verbal communicator

PROFILE

Operations Analyst with a warm and friendly demeanor. Skilled at conflict resolution. Team builder who is acutely attentive to any given tasks. Punctual problem solver and avid multitasker. Track record of being an essential part of the management team and instrumental in providing effective solutions that produce immediate impact and contribute to the establishment's long-term success.

WORK EXPERIENCE

ALORICA

Customer Experience Agent | Bangalore

Feb 02 2023 to Oct 12 2023

Responded to customer inquiries via phone, email, and live chat, addressing concerns and resolving issues promptly and professionally.

Handled a high volume of incoming calls, always maintaining a courteous and helpful demeanor.

Utilized CRM software to document customer interactions, track issues, and follow up on resolutions.

Collaborated with cross-functional teams to escalate complex issues and ensure timely resolution.

- Consistently achieved or exceeded performance targets for customer satisfaction, call resolution, and response time.

FIRST ADVANTAGE GLOBAL OPERATIONS

Operations Analyst | Bangalore

Oct 18 2023 – Feb 26 2025

Analyzed operational processes and identified areas for improvement, resulting in a 15% increase in efficiency.

Developed and implemented performance metrics to track key performance indicators (KPIs) and monitor progress towards operational goals.

Collaborated with cross-functional teams to streamline workflows and reduce bottlenecks.

Conducted data analysis using tools such as Excel, SQL, and Tableau to provide insights and support decision-making.

EDUCATION

Manipur University

Graduate - St Joseph college - 2022(year of graduation)

St Joseph High school

High school/HSLC- St Joseph High school - 2016(passed)

Savio Higher Secondary school

PUC - Savio Higher Secondary school(science) - 2018(passed)

LANUGAGES

- English
- Hindi