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Summary:

Results-oriented customer service professional with a proven track record of delivering exceptional service and resolving customer inquiries effectively. Strong communication and problem-solving skills, with a focus on exceeding customer expectations and driving customer satisfaction. Seeking high-opportunity roles to leverage my skills and contribute to business growth and success. Empathetic listener and excellent in spoken & written English.

Skills:

Customer Retention, Issue Resolution, Customer Success Planning, Marketing & Sales Support, Contact Centre Operation, Customer Engagement, Client Management, Escalation Management, Customer Service, Customer Experience, Account Management, Customer Acquisition, Customer Journey Planning, Customer Requirement Analysis, Customer Relations, Customer Reward Program Development.

Soft Skills:

Fluent English Speaker, Empathetic, Team Player, Problem analysis, Quick Learner

Additional Skills:

- CRM Software: Proficient in using customer relationship management (CRM) tools to track and manage customer interactions.
- Multilingual: Fluent in English, enabling effective communication with diverse customer groups.
- Conflict Resolution: Experienced in handling customer complaints and resolving conflicts in a professional and diplomatic manner.
- Service Quality: Demonstrated ability to maintain high service quality standards and exceed customer expectations.
- Analytical Skills: Strong problem-solving and critical-thinking abilities, with attention to detail.
- Account Management: Ability to build and maintain strong relationships with clients and effectively manage their accounts.
- Online Advertising: Familiarity with online advertising platforms and strategies.

Employment History:

Tech Mahindra, Pune

Customer Service Representative

Apr 2022 - Aug 2023

- Delivered exceptional customer service, consistently achieving high customer satisfaction ratings, above 85%.
- Attended customers calls and tickets with regards to the network issues, for 3 Network Service providers in the UK.
- Understand the reported as well as the underlying problems, troubleshoot and provide solutions as assisted by the system.
- Help the customer with tasks like; Simcard replacement, elaborate & provide bills and calling history, Upgrading, and retaining customers.
- Perform customer as well as internal follow-up on escalated issues, record the solutions

and provide the input to the supervisor as well as the training team regarding the details of such issues.

- Escalate the unresolved issues to the respective department for resolution and provide inputs to the support improvement exercises.
- Review customer satisfaction reports generated from the system and provided justifications for issues that over-ran the KPI and provide suggestions for improvements.
- Continuously learn and adapt to different customers based on their culture.
- Improve the service provided based on the feedback provided by supervisors and technical team regarding difficult customers and issues.

Credence Resource Management, Pune.

Customer Support Representative

Mar 2021 – Mar 2022

- Conducted data analysis to optimize campaign performance, resulting in increased ROI and client satisfaction.
- Make calls to the assigned customers to inform them regarding their dues.
- Understand the customer's problems and explain the options provided by the debtor.
- Advise & persuade the customer to choose the best option based on their situation to close the case.
- Record the issues faced during calls & the solution applied and report it to the supervisor for further analysis.
- Use previous experience to learn and adapt to different customers based on their culture.
- Follow-up with the supervisor to provide advice and feedback regarding difficult situation encountered earlier.

Education:

- 12th grade pass in Commerce from N.I.O.S.

Other Courses:

- DJing and Music production

Languages Known:

- English → Read, Write, Speak → Fluent.
- Hindi → Read, Write, Speak → Fluent.

Extra-Curricular Activities:

- Volunteer Work: Dedicated time to various volunteer activities, contributing to community development and social causes.
- Sports Team: Played on a sports team, fostering teamwork, discipline, and enhancing physical fitness. Leadership Role: Assumed leadership responsibilities in a school or community organization, demonstrating organizational and teamwork skills.
- Event Planning: Contributed to organizing and coordinating events, showcasing strong organizational and communication abilities.