Resume - Hemlata Chandrakar

HEMLATA CHANDRAKAR

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PROFESSIONAL SUMMARY

Customer-focused and detail-oriented Customer Support Associate with experience in handling high-volume voice process interactions. Adept at resolving customer issues, ensuring satisfaction, and providing a seamless service experience. Strong communication, problem-solving, and adaptability skills, with a keen ability to handle dynamic environments efficiently.

SKILLS

Customer Service & Support Handling queries, complaints, and issue resolution.

Effective Communication Clear and professional interaction with customers.

Problem-Solving Quick thinking to resolve customer concerns.

Time Management Managing multiple calls and tasks efficiently.

Team Collaboration Working with cross-functional teams for better service delivery.

Basic Technical Knowledge Familiar with Microsoft Office & remote support tools.

CERTIFICATION

Customer Support Excellence Tech Mahindra (2024)

PROFESSIONAL EXPERIENCE

Tech Mahindra, Bhubaneswar

May 2024 Nov 2024

Customer Support Associate (Voice Process)

- Handled 70+ customer calls daily, assisting with queries and complaints.

- Achieved 80% customer satisfaction by providing quick and effective resolutions.

- Maintained a professional and polite tone while addressing customer concerns.

- Followed up on unresolved issues to ensure complete resolution and customer delight.

- Managed call logs and escalated complex issues to senior teams when necessary.

EDUCATION

BACHELOR OF TECHNOLOGY Jhada Sirha Government Engineering College, Jagdalpur (2019-2023) 80.47%

Senior Secondary School Maitri Vidya Niketan, Bhilai (2018-2019) 61%

Higher Secondary School Maitri Vidya Niketan, Bhilai (2016-2017) 8.7 CGPA

[Available for Immediate Joining]