CHINMAY R. NIKHAL

Senior Associate | +91 8888692968 | [estel0777@gmail.com](mailto:estel0777@gmail.com)

# Summary

I am Customer oriented Associate, successful at troubleshooting and handling customer issues in timely manner.

# SKILLS

* Adheres to customer service procedures
* Customer service award in upselling
* Customer service award in sales
* Strong problem-solving attitude
* Handled escalations
* Floor support
* Experience in handling SL’s

# EXPERIENCE

**Mphasis, Pune** *- Customer Support Executive*

April 2015 – August 2015

* Effectively managed a high volume of inbound customer calls
* Appreciation calls by the customer

**Hinduja Global Solutions, Pune** *- Customer Support Executive*

September 2015 – May 2018

* Effectively managed a high volume of inbound customer calls
* Experience in working with prepaid and postpaid
* Experience in taking universal prepaid calls
* Experience in taking universal postpaid calls
* Generating bills for the postpaid customers
* Generating leads for postpaid
* Defused volatile customer situations calmly
* Appreciation calls by the customer
* Worked as a Nesting **SME**
* Worked with **Business Excellence** Department
* Worked with **MIS** (Management Information System)
* Worked with **WFM** (Work Flow Management)
* Published Daily Performance Report for Customer Support Executives and TL’s

**Amazon.com, Pune** *– Senior Associate (Dangerous Goods)*

May 2018 - October 2019

* Worked as Senior Associate in Dangerous Goods
* Classifying the products as per SOP
* Classifying the products on high priority
* Undertook projects
* Built insights in Excel

**WNS Global, Pune** *– Senior Associate*

October 2019 – March 2021

* Worked as Senior Associate in Chat Process
* Handled 5 concurrency chats
* Defused volatile customer situations calmly
* Generated Monthly bills for customers
* Generating Complaints for the Customers and closing them within TAT with SOP
* Helping new customers with the best plans
* Generating new leads

# EDUCATION

**Yashwantrao Chavan Maharashtra Open University, Pune** *– MBA(Finance) – (Appeared)*

**Kaveri College of Science and Commerce, Pune** *– Bachelor of Computer Science*