

Asha Goraksha Gopale

Customer support executive

CONTACT

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-  ashagopale111@gmail.com
-  Indian 19/08/1998
-  Goraksha Haribhau Gopale
-  Single

SKILLS

Decision-making proficiency, communication skills, multitasking and time management skills

LANGUAGES

English
Marathi Hindi

STRENGTHS

Trustworthiness
Active listening
Dedication

INTERESTS

Traveling

ABOUT ME

Dedicated Customer Support Executive with 1.3 years of experience providing exceptional service to Customers. Skilled in resolving inquiries, troubleshooting issues, and ensuring customer satisfaction. Seeking to leverage my expertise in a dynamic organization to deliver excellent support and contribute to overall customer success.

EDUCATION

S.M.B.S.T. College of Arts, Commerce & Science
B.sc (Chemistry) - 2020
Grade - 65%

PROFESSIONAL EXPERIENCE

Customer Support Executive

QConnect Business Solutions Ltd. | Nashik Phata, Bhosari
Jan 2021 – Aug 2023

- Managed customer inquiries through phone, email, and live chat, providing accurate product information and assistance.
- Resolved issues efficiently, maintaining high customer satisfaction and retention.
- Collaborated with Sales and Technical Support teams to resolve complex problems.
- Utilized CRM software to record customer interactions and transactions.

Claim Technician – UK Claim Processing (HCSC Process)
Concentrix | Dec 2024– Present

- Processing insurance claims for UK clients, ensuring accurate documentation and efficient claim handling.
- Communicating with customers to collect necessary information and provide timely updates on claim status.
- Coordinating with internal departments and external partners to expedite claim resolutions.
- Maintaining precise and up-to-date claim records in the system.

DECLARATION

Hereby declare that the details and information given above are complete and true to the best of my knowledge.

Place : Pune

Asha Gopale