|  |  | RAMPRAKASH K P |
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| Profile Ramprakash K P  Korathuvalappil House  Kodakara  680684 Contact PHONE: 9061471457  ramprakashkp048@gmail.com lANGUAGES Malayalam  English |  | EDUCATION Christ College (Autonomous),Irinjalakuda.  BCA ,2021 WORK EXPERIENCEReliance Trends,KodakaraCustomer Service Associate and Visual Merchandiser   Energetic Customer Service Associate with strong communication abilities and unwavering commitment to customer satisfaction. Skilled in resolving complex issues, fostering positive relationships, and consistently exceeding expectations. Ready to bring blend of enthusiasm and expertise to deliver exceptional service and drive continuous improvement. **SKILLS**detailed questions to understand issues.  * Provided excellent customer support and guidance while dealing with complex complaints, offering an empathetic approach to maintain loyal customer relationships. * Handled difficult customers with empathy and patience, successfully de-escalating tense situations. * Assisted customers with product-related questions, feedback and complaints. * Maximised customer satisfaction by resolving service issues promptly. * Listened to individual complaints with open mind and asked detailed questions to understand issues. |