

Aman Johari

CSA

Contact

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Mumbai, India 400101

Phone

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Skills

Complaint resolution

Upper intermediate

Service standard compliance

Intermediate

Technical Support

Upper intermediate

CRM

Upper intermediate

Multi-line phone talent

Upper intermediate

Passionate about promoting lasting customer satisfaction by delivering quality service and unparalleled support. Proficient in customer service best practices and related options.

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.

Work History

2022-01 -
Current

Customer Service Representative

Teleperformance, Mumbai

- Provided primary customer support to internal and external customers.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Updated account information to maintain customer records.
- Answered product and service questions, suggesting other offerings to attract potential customers.
- Responded proactively and positively to rapid change.
- Created and maintained detailed database to develop promotional sales.

Education

2020-04 -
2021-07

HSC : Science Education

Nirmal College of Science - Kandivali East

Accomplishments

- Telephone Service - Professionally processed 80+ calls per day, providing information and service to ensure customer satisfaction.
- Customer Follow-up - Ensured that customers were satisfied with company products and services by doing purchase follow-up calls.

Certifications

Certified [CSA], [Teleperformance] [encyclopedia of the Batch]