

Rashmi Kosti

Customer Assistant

Experienced and skillful Inbound Customer Service Agent providing high quality service to Callers, Adept at following communication scripts to properly handle various needs in a poised and professional manner.

Nikol
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EMPLOYMENT HISTORY

Reliance SMSL Limited, Ahmedabad – Customer Executive

Oct 2020 - Present

- Offer a Solution-based approach for All Customer Interactions And Educate the Customer
- Resolve Customer queries within Agreed timelines, Capture Customer Details And Data relevant to the Call Or Service.
- Manage All Inbound and Inbound Campaigns As per Business Requirement And Manage all Customer interactions as rostered within Parameters.

Tech Mahindra , Ahmedabad – Customer Assistant

March 2020 - Sept 2020

- Address all customer service queries in a polite, accurate, and Agreed timelines.
- Worked well with upper management to ensure ultimate customer satisfaction.
- Achieved a customer satisfaction rating of 97% within 6 months of employment.

Education

Gujarat University, Ahmedabad – B.Com

2018 - 2021

- SGPA – 5.80
- Result – Second Class

Natraj High School, Ahmedabad – HSC

2016 - 2018

- Percentage – 60%
- Result – First Class

Personality Traits

Self-dependent

Comfortable in both Team and Individual Projects

SKILLS

Excellent Communication Skills

Leadership Skills

Patience

Fast Learner

Appropriate typing Speed

LANGUAGES

English – Beginner

Hindi – Native

Gujarati – Bilingual

Hobbies

Travelling

Dancing

Cooking

Reading Books