



Laxmikanta Mohapatra

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A self-motivated, skilled professional with 4+ years of experience in Customer support and Sales. Very much passionate for achieving goals and providing a nice and smooth customer experience to strengthen the company's reputation and facilitate continuous growth.

WORK EXPERIENCE

Customer Experience Specialist Etech

04/2018 - 05/2022

Gandhinagar, Gujarat

Roles and Responsibilities

- This position involves meeting customer service demands & assisting the customers with complex billing scenarios for a third-party client AT&T based in USA.
- Responding to all customer inquiries by using creative problem solving, proactive upselling of the company plans and products by building strong rapport with customers in a fast paced and metrics driven environment.
- The current position is meant for assisting customer query through direct "Click To Chat" support listed in Client's Official Website. The interaction makes sure that customer's query must be handled with priority and in precise manner within a stipulated time with professionalism. The process involves more than 45 tools(applications) handling as per the requirements to optimize the process.
- Closely worked with the unresolved query escalations as well as dealt with day-to-day customer SPIs. Successfully organized and managed the workload efficiently and prioritized operations with minimal supervision.

SKILLS

Active listener

Target driven

Avid Learner

Problem Solver

Enthusiastic personnel with positive mindset

Team player

ACHIEVEMENTS

Proven track record of consistent performance and got awarded as top performer of the campaign many times.

LANGUAGES

English
Full Professional Proficiency

Hindi
Full Professional Proficiency

Odia
Native or Bilingual Proficiency

EDUCATION

Bachelor's in Technology Gandhi Institute For Technology

06/2014 - 04/2018

Odisha, Bhubaneswar,

Courses

- Mechanical Engineering

Intermediate Rajdhani Junior College

08/2011 - 04/2013

Odisha, Bhubaneswar

Courses

- Science

INTERESTS

Poetry

Music

Stock Market