

PRIYANKA PILLAI

ppillai1806@gmail.com

9909166526

Experience

- Vodafone Services Pvt Ltd** **3rd Sept 2019 - present**
customer service executive
I started working here yet again as a customer service executive helping customers with there orders, billing, engineers appointments, credits and many more.
It is also a networking company providing Lane line, TV, Mobile, and Broad Band a other service.
This company works for 3 countries, UK, NZ and Ireland...
I worked for Ireland.
- Etech** **Feb 2018 - Sep 2018**
Customer Service Agent
This was a MNC working for USA.
It was basically a network providing company for USA. My role in this company was to help customers with their orders, bills and any other queries they had.
This was a chat based process. I have had handled 2 chats at a time.
- Celebi** **Jan 2017 - Jan 2018**
Customer Service Representative
Was working here as a Ground staff at Ahmedabad International Airport for a year. I was always helping passengers with there boarding, baggage claims, getting through customs, handling wheelchair passengers and many more.
This was a huge opportunity for me as it was an international Airport, I was able to interact and help and understand with people around the world.
- Auxilium school** **July 2012 - Nov 2016**
KG teacher
I started working here after completing my schooling.

Education

- RVM** **2010**
SSC
60%
- SVM** **2012**
HSC
54%
- IGNOU**
BA Honore
Pursuing

Skills

- Soft skills
- Communication skills
- Basic computer knowledge
- CRM
- Empathy
- Problem solving attitude
- Work Ethics
- Work-Life balance

- Active listening
- Patience
- Interpersonal Relationship
- Attention to details

Language

- English
- Hindi
- Gujarati

Personal Details

- **Name**
Priyanka Pillai
- **Gender**
Female
- **Contact**
9909166526
- **Address**
M-503 Adani Pratham, Vaishnodevi Circle-382481 Ahmedabad, Gujarat
- **Nationality**
Indian