

Ashmi Panchigar | Customer Service Expert

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DOB: 11/02/1992 Driving License: Yes | Nationality: Indian



Profile

Result-oriented customer service supervisor with over 8 years of experience in the fast-paced tourism industry and call center environments. Focused team member who is successful at multi-tasking and delivering prompt and friendly service to all customers. Enthusiastic, outgoing and proficient at building positive relationships with new and existing customers by offering superior customer service. I look forward to work in a competitive environment, which gives me new challenges to overcome and new frontiers to explore.

Highlights	Skills
Conflict Resolution and De – escalation	Negotiation skills
Documenting customer service processes	Verbal and written communication skills
In-depth knowledge of Microsoft word and excel	Adaptable and team player
Ability to adapt to a flexible schedule	Active Listening
Exceptional telephone etiquette	Quick learner
Reservations Management	Detail-oriented
Training and Development	Well groomed

Work Experience

S.N.	ORGANIZATION	WORK EXPERIENCE
1.	Mazda Consultancy, Ahmedabad (May 2012 till Date) <i>Customer Service Supervisor</i>	<ul style="list-style-type: none">• Investigated and resolved customer inquiries and complaints in an empathetic manner.• Developing and sharing detailed travel itinerary with the customers• Solving pre and post departure queries/complaint to get optimum customer satisfaction in order to improve goodwill of the company

		<ul style="list-style-type: none"> • Responsible for coordinating with customer service agents and monitoring the allocated task. • Calculating and analyzing profits and loss on monthly basis • Communicating with the supplier, to maintain good business relation. • Regularly follow up with the customer for timely payment • Maintaining records pertaining to duplicate booking with the supplier to prevent duplicity of booking. • MIS Report (E-mail Allocation Report, Calls stats,) • Reports of number to complaint received from the customer over the month and same comparing with previous month. • Training and helping junior team members with system knowledge and solving queries explaining how to resolve queries. • Providing individualized attention. • Sympathizing and Empathizing Customer.
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Academic Qualifications

S.N.	PROGRAM	INSTITUTE/UNIVERSITY	YEAR OF PASSING
1.	Bachelors of Commerce (BCOM)	Gujarat Unviversity	2012
2,	Computer Operator and Program Assistant (COPA)	Industrial Training Institute	2011