Khushmi Chaudhary

Customer Service Associate

Hardworking and passionate job seeker with strong organizational skills eager to secure entry or mid-level position. Ready to help team achieve company goals.



Work History

2015-07 -2017-06

Computer Teacher

Little Flower School, Ahmedabad, Gujarat

- Trained and developed students' skills in word-processing, spreadsheet and database programs.
- Tested and evaluated student progress to determine effectiveness and impact of teaching methods, materials and projects.
- Invigilated and graded projects, quizzes and examinations.
- Processed software and hardware by coordinating user setups, installations and upgrades.

2011-10 -2015-03

Customer Service Representative

Just Dial Pvt Ltd, Ahmedabad, Gujarat

- Maintained customer satisfaction with forwardthinking strategies focused on addressing customer needs and resolving concerns.
- Provided primary customer support to internal and external customers.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Collected and analyzed customer information to prepare product or service reports.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Processed customer adjustments to maintain financial accounts.



Contact

Address

Ahmedabad, India, 382424

Phone

9909948663

E-mail

khushmi.chaudhary15@g mail.com



Skills

Computer Education

Excellent

CCC

Very Good

Customer Services

Excellent

Data Entry

Excellent

Problem-Solving

Excellent

2007-09 - Customer Service Associate

2010-03

Azure - Vodafone India Pvt Ltd, Ahmedabad, Gujarat

- Developed and actualized customer service initiatives to decrease wait times.
- Improved operational efficiencies while managing customers requests, store inventory, transactions, new purchase orders and pricing needs.
- Executes excellent sales floor merchandising and selling.
- Informed customers about special promotions and provided detailed information for various products.



Education

2003-03 - Bachelor of Arts: Sociology

2006-03

Gujarat University - Ahmedabad



Languages

English

Excellent

Hindi

Excellent

Gujarati

Excellent



Certifications

2015-01 CCC



Music

Teaching

Traveling

Learning new things