

Ashish kewlani

Customer service specialist

My Contact

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Hard Skill

- Quality check and reporting
- Data mining and analysis
- Programming language -> python, tableau.
- BA skills -> Ms Excel and power Bi

Soft Skill

- Observation
- Decision making
- Communication
- Multi-tasking

Education Background

● Almbetter | full stack data scientist-diploma

Programming languages, Data wangling, business KPIs, maths for data science and so on.

-> Pursuing

● B.com | Gujarat university

Financial Management, Financial Analysis, and Public Budgeting

-> 3rd year Pursuing

● St. Xavier's High School, Hansol

Time management, team work, Business economics, Case studies on strategy

-> Completed in 2019

About Me

As an experienced customer service professional, I have worked as both a Quality Analyst and a Customer Chat/Call Representative, gaining valuable insights into how to improve customer satisfaction and engagement. I am proficient in both phone and chat support, and I am comfortable working in a fast-paced environment. My strong communication and problem-solving skills make me an effective team player and a valuable asset to any organization.

Professional Experience

Customer Chat/Call Representative Etech Global service,

December 2022 – Present

- Provide exceptional customer support via phone and chat to ensure customer satisfaction.
- Handle and resolve customer inquiries and complaints in a timely and professional manner.
- Maintain accurate customer records and update information as necessary

Etech Global services. | Dispute Quality Analyst | Chime

March 2022 – Nov. 2022

- Monitor calls and evaluate agents based on established quality standards.
- Provide feedback to agents on areas that needed improvement and work with them to develop action plans.
- Analyze quality data to identify trends and opportunities for process improvements

Achievements Apart from studies

2020

I.E.L.T.S -> 6.0 bands each certificate -> international Development Program (IDP)

2019

Student of the year
Mr. st.xavier's of the year.