Sowmya B

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**OBJECTIVE**

To secure a challenging position as a Receptionist or Cashier utilizing my customer support, data analysis, and communication skills. Possesses strong analytical, problem-solving, and communication skills with a passion for delivering exceptional customer service. A quick learner and team player who thrives in fast-paced environments.



**CORE COMPETENCIES**

Communication & teamwork Intiative

Conflict management

Complaint resolution Managing operations

Flexibility

Planning & organizational skills Customer service orientation Multiline phone etiquette Problem-solving

Adaptability Stress tolerance Reliablity

Customer account management Problem analysis



**TECHNICAL SKILLS**

MS Office Typing skills Data management skills



**PROFESSIONAL EXPERIENCE**

**Data Analyst / Power BI Analyst Tech Mahindra**

Analyzed customer data to identify trends, patterns, and insights Developed reports and dashboards to communicate insights to stakeholders Collaborated with cross-functional teams to improve customer experience Conducted customer surveys and interviews to gather feedback

**Customer Support Executive Hinduja Global Solutions**

Maintained customer satisfaction with forward thinking strategies focused on addressing customer needs and resolving concerns.

Provided primary customer support to internal and external customers. Cultivated customer loyalty, promoted repeat customers and improved sales. Cross-trained existing employees to maximize team agility and performance. Handled customer inquiries and complaints via phone, email, and chat Provided timely and satisfactory resolutions to customer issues

Created maintained records and files, including updating contact information and database entries

Maintained a professional demeanor and appearance at all times, and representing the company in a positive and professional manner.

Collaborated with other departments and staff members to ensure that administrative tasks are completed efficiently and effectively

Apr 2019 – Jun 2022

Bengaluru, India

Aug 2018 – Mar 2019

Bengaluru, India



**EDUCATION**

**Masters of Technology**



**Rao Bahadur Y Mahabaleshwarappa Engineering College**

**Bachelor of Engineering**

**Rao Bahadur Y Mahabaleshwarappa Engineering College**

2017 – 2019

Ballari, India

2013 – 2017

Ballari, India