

Kessia Sunny

Customer Service Associate

Address Al Barsha, Dubai UAE

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Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

Skills

Quality assurance
Inbound and outbound calling
CRM
Multi-line phone talent
Recordkeeping strengths
Complaint resolution

Work History

2023-07 - Present

Customer Service Associate

ABC Cargo & Couriers LLC, Dubai

- Responded to customer calls and emails to answer questions about products and services
- Increased revenue by cross-selling and upselling products and services
- Developed highly empathetic client relationships and earned reputation for exceeding service standard goals
- Developed and updated databases to handle customer data
- Observed and tracked consignments to verify timely deliveries and accurate invoicing
- Attained 200+ Collection in sales targets on monthly basis

2022-01 - 2023-05

Customer Service Associate

CONTINUUM, Indore

2019-12 - 2021-12

Team Lead

Taskus, Indore

2018-04 - 2019-10

Customer Service Associate

Teleperformance, Indore

Education

Commerce

APJ ABDUL KALAM UNIVERSITY - Madhya Pradesh, India

High School Diploma

CHRISTIAN EMINENT HIGHER SECONDARY SCHOOL - Madhya Pradesh, India

Additional Information

Personal Details

Date Of Birth:- 13-07-1999

Passport No:- V3380600

Visa Status :- Visit Visa

Languages

English

Hindi

Malayalam

Tamil