

VAISHNAVI MANGALI

CUSTOMER SERVICE

BASIC INFORMATION

Customer Service Representative with 8 months of experience delivering exceptional support to customers. Adept at maintaining professionalism, managing high volumes of interactions, and ensuring a seamless customer experience. Committed to meeting performance targets and upholding company policies. Passionate about providing a positive and engaging service experience.

PERSONALITY HIGHLIGHTS

- Cheerful disposition
- Neat and well-organized
- Motivated by problem solving
- Independent worker
- Works well with deadlines
- Collaborative and efficient
- Communication Skills
- Time Management
- Policy Adherence

CONTACT DETAILS

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Telangana, 502001

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EDUCATION

Rajiv Gandhi University of Knowledge and
Technologies 2024

Bachelor's Degree in Computer Science
Engineer.

Rajiv Gandhi University of Knowledge and
Technologies 2020

Pre University Course in Mathematics Physics
and Chemistry.

Akshara Concept School 2018

Secondary School Certificate

PROFESSIONAL EXPERIENCE

Customer Service Associate at Amazon (VCSA)
(June 2024- Jan 2025)

At Amazon, I assisted customers via phone, chat, and email with inquiries, order management, and issue resolution. I provided accurate information, troubleshoot problems, and ensured customer satisfaction while adhering to company policies. My role involved multitasking, handling two to three customers at a time, maintaining service quality, and escalating complex issues when necessary.