

- Resolute professional with learned skills, problem-solving experience and a keen to learn attitude
- Experienced professional with **3+ years** of customer service and backend operations experience
- Proven knowledge of **conflict resolution, customer satisfaction**
- Excellent comprehension and retention skills
- Supporting the organization in **achieving strategic objectives** by creating positive relationships

Skills

- Customer relationship management
- Compliance & operations management
- Auditing, training & mentoring
- Documentation & SOPs
- Communication & coordination
- Tools used: Ozonetel, Juspay, Freshdesk, Zendesk

Experience

NOV 2021 – JAN 2022

Sr. Executive / SBI Cards & Payment Ltd.

- Committed to customer service by cultivating productive relationships, resolve complex/escalated issues & retain customers
- Resolve payment inquiries, eliminate overdue payee requests, and resolve technical problems
- To ensure adherence to customer service policies and procedures by following protocol

OCT 2019 – NOV 2021

Customer Relationship Executive / Grofers India Pvt. Ltd.

- Confer with customers to address concerns regarding products or services, take complaints and/or resolve issues
- Keep records of customer interactions, recording details of inquiries, complaints, or comments, as well as actions taken
- Ensure that appropriate measures were taken to resolve issues
- Refer unresolved customer grievances to designated departments for further investigation
- Resolve customer's service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills
- Handle cases which include complaints, inquiries, escalations, and retention
- Maintaining an average of 95%+ customer satisfaction score
- Conducting internal audits for an agent's performance and providing feedback for improvement

NOV 2018 – AUG 2019

Customer Relationship Manager / HDB Financial Services Ltd.

- Determine financial service needs and prepare proposals to sell services that address the needs
- Sell services or equipment, such as trusts, investments, or check processing services
- Review business trends to advise customers regarding expected fluctuations
- Evaluate costs and revenue of agreements to determine continued profitability

Education

2013-15

M.A. / Kumaon University Nainital

Master of Arts, English Literature

2011-13

B.A. / Kumaon University Nainital

Bachelor of Arts, English Literature

Achievements

- Received appreciation for excellent performance at Grofers
- Received kudos for performing over the expectations at Grofers
- Received appreciation for resolving critical issues with ease at HDB Finance