

Shreya Gupta

Shreyaguptavns993@icloud.com | 9151281826|

Professional Summary

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities, Committed to maintaining professional relationships to increase profitability and drive business results.

Education

Bachelor of Arts

Mahatma Gandhi Kashi Vidyapeeth , July 2017 - October 2020

Masters of Mass Communication and Journalism

Mahatma Gandhi Kashi Vidyapeeth , August 2020 - December 2022

Work Experience

Associate Service Consultation | [Policybazaar, July 2023 - Dec 2024]

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.

Customer Care Executive| [Teleperformance , Dec 2024 - April 2025]

- Analyzed customer queries and identified patterns to improve support efficiency.
- Handled customer inquiries and suggestions courteously and professionally

Languages: English, Hindi

Skills

- Time management
- Multitasking skills
- Communication skills
- Problem Solving
- Adaptability