**Kammara Anjan kumar**

**Senior Customer service executive**

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# Experience :

Senior Customer service executive

Automotive manufacturers pvt ltd. January 2019 - June 2022, Kadapa, Andhra Pradesh

• Greeted and assisted customers in service and maintenance departments, handled inquiries and achieved a customer service NPS score of 88%.  
• Excelled in the role of senior Customer Service executive by achieving 100% of monthly service and sales goals by proactively scheduling appointments, demonstrating additional products, and providing in depth knowledge to customers.  
• Offered consultation and resolutions for customer service complaints, executed repair and maintenance schedules as needed and provided accurate information to customers.  
• Documented vehicle conditions, recommended needed repairs, and conducted post-service assessments to maintain high customer satisfaction.  
• Handled over 300 inquiries and scheduled upwards of 80 appointments on a monthly basis.  
• Recommended services and performed regular follow-ups to ensure customer satisfaction with services rendered.

# Skills:

* Communation skills : excellent verbal and written communation skills to interact with customers clearly and professionally.
* Customer-centric Approach: A strong focus on understanding and addressing customer needs,providing timely effective solutions.
* Problem solving : Ability to analyze customer inquires, identify root causes and find creative solutions to resolve issues
* Active listening : skills in actively listening to customer concerns,asking clarifying questions and demonstrating genuine interest in their needs
* Empathy : Ability to empathize with customers situation and emotions while maintaining a solution-oriented approach.

**Education:**

* Bachelor of Mechanical Engineering

Annamacharya Institute of Technology and Sciences • Kadapa, AP • 2017

* Diploma in Mechanical Engineering

Government Polytechnic College, Proddatur • kadapa, AP • 2014

**Personal information:**

* **Date of birth:03/06/1996**
* **Languages known:telugu,english**
* **Religion: Hindu**
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* **Cell number:8919038404**