

Mansi Luthra

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SUMMARY

- ❖ My role involves handling client queries and complaints from various banks and individual clients. I focus on providing accurate and effective resolutions to ensure customer satisfaction and maintain strong client relationships.

EDUCATION

- ❖ Delhi University (School of Open Learning) | 2020
- ❖ Computer Operator Programming Assistant (COPA) ITI | 2019
- ❖ Senior Secondary (12th) from James Convent School | 2017
- ❖ Secondary (10th) from James Convent School | 2015

EXPERIENCE

- ❖ **Senior Executive in Client Support Team | Vouchagram India Pvt Ltd** (Jan 2024-Present)

Position of Responsibility

- Managed and resolved a diverse range of client queries and complaints related to digital vouchers, promo codes, and platform-specific issues over calls and emails.
- Conducted outreach to clients to ensure everything is going smoothly and to address any potential issues they might be facing.
- Delivered timely, effective, and accurate solutions to customers, consistently maintaining a high level of customer satisfaction and resolving issues on the first contact.
- Collaborated with internal teams to identify and address recurring platform-related issues, contributing to process improvements and enhanced user experience.
- Utilized CRM tools to track, manage, and resolve customer concerns, ensuring all cases were documented and followed up on within company service level agreements (SLAs).
- Completed the PKT (Process Knowledge Test) every month to enhance our knowledge about the latest updates and to stay informed about process improvements.

❖ Customer Service Executive | Thriwe (2021 - 2024)

Position of Responsibility

- Handled customer queries and issues related to Digital OTT vouchers via calls, emails, and chats, providing prompt and effective resolutions.
- Processed UAE Golf bookings, coordinating with international golf courses to confirm slot availability, and communicated booking confirmations to customers via email, ensuring smooth transaction completion.
- Maintained and updated daily MIS reports, providing key insights to the Line Manager on team performance and customer service metrics.
- Managed the escalation matrix, resolving customer issues by following up with internal teams and sharing weekly escalation reports with senior management to ensure timely issue resolution and process improvements.
- Collaborated with cross-functional teams to enhance service quality and streamline processes for better customer satisfaction and operational efficiency.

SKILLS

- ❖ **Customer Service:** Provided responsive and friendly service to clients and customers.
- ❖ **Client Support:** Delivered high-quality client support for various banks and respective clients, offering tailored solutions and resolving issues efficiently.
- ❖ **Microsoft Office:** Proficient in Word and Excel.

ACHIEVEMENTS

- ❖ **Fast Starter** award in 2022 at Thriwe for demonstrating rapid adaptation and delivering outstanding results early in the role.
- ❖ **Employee of the Month** award in 2023 at Thriwe for exceptional contributions, performance, and teamwork.
- ❖ Earned **positive feedback** from customers and clients for delivering prompt, accurate responses to their queries, resulting in enhanced customer satisfaction and strengthened long-term relationships.
- ❖ Achieved a **98% quality score** with **no fatal errors**, demonstrating a high level of accuracy and attention to detail in all tasks.

DECLARATION

- ❖ This is to declare that the above-mentioned information is true to the best of my knowledge.