

KOMAL KUMARI

CUSTOMER SUPPORT EXECUTIVE

Profile

Skilled customer service professional with 3 years of successful customer service experience. Dedicated to bettering the customer experience with reliable product education, timely assistance, helpful feedback, and respectful conflict management response. Confident communicator with the ability to lead colleagues, respond to customer inquiries, and mediate conflict. Enthusiastic and personable individual who enjoys working with people and building long-lasting relationships and product loyalty. Passionate about creating organizational success and bettering brand reputation through serving customers in a truly memorable way.

Employment History

Senior Customer Support Executive at Tata Business Support Services Limited, Jamshedpur

Dec, 2016 - Jun, 2019

- Communicated with customers to ensure product understanding, evaluated customer information to explore issues, develop potential solutions and maintained high-quality service.
- Promoted as senior customer support executive on year 2018
- Maintained customer retention rate(65%) above the company average through retention tools and communication skills.
- Continuously getting updated job knowledge by studying new product descriptions; participating in educational opportunities.
- Accomplished sales and organization mission by completing related results as needed

Education

Intermediate: Commerce at Rajendra Vidyalaya, Jamshedpur

May, 2013 - May, 2015

Bachelor of Commerce: Accounts Honours at J.K.S. COLLEGE- , JAMSHEDPUR

Jun, 2016 - Jun, 2019

Accomplishments

Most Valuable Contribution Award)

Jan, 2019 - Jan, 2019

For Securing 1st position among all colleagues in the given parameters for the Month.

Details

Janta Flat, 8/6, Housing Colony,
Chhota Govindpur

Jamshedpur, 831015

India

620 328 7807

komalabhi012@gmail.com

Date of birth

20-06-1994

Skills

Ability to multi-task, prioritize, and manage time effectively

Proven customer support experience or experience as a Client Service Representative

Result Oriented and Self Motivated

Active Listening and Soft Skills

Languages

English

Hindi

Hobbies

Cooking foods

Interacting with peoples

Listening Stories