

ANANYA SHETTY

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Location: India

SUMMARY

Enthusiastic and customer-focused fresher seeking an entry-level position in the BPO sector. Strong communication skills, ability to handle customer queries, and a positive approach to solving problems. Familiar with call handling, basic CRM tools, and customer satisfaction practices. Eager to work in voice/non-voice roles and learn industry standards.

EDUCATION

Bachelor of Arts – Communication (2025)

City College of Management

INTERNSHIP EXPERIENCE**Customer Support Intern – CallServe Solutions (Jan 2024 – Apr 2024)**

- Handled basic customer queries through email and chat.
- Assisted support executives in closing tickets and logging customer issues.
- Provided scripted responses and improved customer interaction quality.

SKILLS

Communication, Email Support, Chat Handling, Problem Solving, Basic CRM Tools, Typing, Teamwork

DECLARATION

I hereby declare that the above information is true.