

ROHIT KADAM

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Location: India

SUMMARY

Customer Service Associate with 3+ years of experience in voice and non-voice processes, issue resolution, documentation, escalation handling, and maintaining service-level compliance. Skilled in CRM operations, client communication, call logs, and improving customer satisfaction scores.

EXPERIENCE**Customer Service Executive – GlobalConnect BPO (2021 – Present)**

- Resolved 80–100 customer queries daily with 95% satisfaction rate.
- Handled inbound/outbound calls, escalations, and service requests.
- Updated CRM logs, created support tickets, and coordinated with backend teams.
- Maintained SLA compliance and improved first-call resolution by 15%.

ACHIEVEMENTS

- Awarded “Best Customer Support Associate – 2023”.
- Improved CSAT by implementing personalized communication techniques.

SKILLS

Call Handling, Escalation Management, CRM Tools, Non-Voice Support, Documentation, Active Listening, Conflict Resolution

DECLARATION

I confirm the above information is correct.