

Monika Gill

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Mohali India

SUMMARY

SKILLS

- Customer service expert
- Call Management
- International Email support
- Customer Service
- Help Desk Support
- Teamwork and Collaboration
- Front Office

EXPERIENCE

International Email Support Executive, Teleperformance, May 2021-May 2023

- Provided technical support to customers via email, phone and online chat.
- Monitored customer emails and responded in a timely manner to inquiries.
- Resolved customer complaints quickly and efficiently.
- Created detailed reports of customer service interactions.

Assistant Manager Cum Receptionist, Beauty and Wellness Lodge, August 2019-January 2021

- Assisted in the development of operational strategies to ensure efficient and productive operations.
- Provided guidance and support to junior staff members on daily tasks, projects, and objectives.
- Conducted regular performance reviews for employees to identify areas of improvement.
- Coordinated with other departments to ensure smooth flow of operations.

Senior Executive, Bharti Airtel Limited December 2016-June 2019

- Aligned organizational objectives with company mission to increase good customer service and integrate work strategies.

- Developed and implemented new strategies and policies in collaboration with executive partners to establish and achieve long-term business objectives, providing company with strong and sustainable organizational leadership.
- Attending high billing premium customers and resolve their complaints and queries. Look after the team and help professionally and maintain whole office work.
- Maintaining daily basis report and mailing to the manager. 4-taking daily briefing of the team for whole day schedule.

**Executive, Idea Cellular Limited,
October 2015-October 2016**

- Attend welkin customers and resolved their complaints and queries.
- Providing product-related detail information and providing products.
- Receiving and sending mails on daily basis work to the manager.
- Take daily briefing of the team for whole day schedule.

EDUCATION AND TRAINING

Bachelor of Arts Punjab University, Chandigarh

High School

Kendriya Vidyalaya, Chandigarh

Metric

Kendriya Vidyalaya, Chandigarh

LANGUAGES

Hindi, English, Punjabi:

First Language