

Radhika Wagh

Thane, IN | radhika.wagh85@gmail.com | +91 9869983605

Professional Summary

Enthusiastic customer service professional with over 6+ years of experience in Service Industry. Highly motivated and outgoing individual with proven ability of addressing & resolving customer issues. Competent team player who can successfully inspire fellow colleagues.

Key Areas of Impact

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|----------------------------------|-------------------|-----------------------|
| ▪ Excellent Communication Skills | ▪ Team Leadership | ▪ Time Management |
| ▪ Problem solving | ▪ Attentiveness | ▪ Resilience |
| ▪ Good Interpersonal Skills | ▪ Fast Learner | ▪ Conflict resolution |

PROFESSIONAL EXPERIENCE

Acko General Insurance

Worked as a Customer Care Executive

Sept 2021 to Aug 2022

- Policy Status and Claim Update, Registering the Claim, Policy Endorsement, Handling Escalations.
- Development Strength & Improve Weaknesses.
- Inspire Team members by Setting an example.
- Listen to Team members feedback and take necessary actions.
- End to end resolution & quality customer service approach towards getting a suitable outcome.
- Escalating on emails wherever needed.

ACRO Solution (LWD- 15th Feb 2021).

Worked as a Customer Care Executive

Feb 2017 to Feb 2021

- To respond for customer fresh enquiries via phone and emails.
- To resolve the issues of existing customers and closing the complaints in TAT time.
- To coordinate with the suppliers for the rate of the company products.
- To prepare a market comparative analysis report for the rate of the industrial safety products.
- To coordinate for customer invoices and courier and ensure to keep the database of the customer invoices.

Tata Consultancy Services

Worked as a Sr. Process Associate Taj Inner Circle Process)

June 2012 to Dec 2012

- To communicate with customers and provide the details of benefits for premium membership.
- To send timely information of membership offers to the customers via email.
- To raise complaints and ensure to close the open complaints within TAT.

WNS (World Network Service)

June 2008 to Oct 2011

Worked as a Sr. Customer Care Executive - International Air Ticketing (TQR)

- Handling Customer Service Calls from existing and new US customers.
- Follow ups with customers for new and existing reservations, name change or schedule change.
- To coordinate with airlines for schedule change or cancellation of bookings.
- To help customers for smooth refund process in case of cancellation.
- To raise the customer complaints in SABER software & to follow up with the airlines for the TAT closure.

COMPUTER PROFICIENCY

- **MS -Office**

CREDENTIALS

Bachelors Bachelor of Arts from University of Mumbai, 2008

Certifications

- International Air Transport Associate Level 1 Foundation Course- International Air Fare Desk Form IITC Mumbai, 2008
 - Diploma in Computer Application and Management – Ramnarayan Ruia College, Mumbai, 2005
 - Excellence in Public Speaking & Leadership (Indo American Society) Mumbai, 2008
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