

SHIKHA VAKHARIA

CUSTOMER SERVICE REPRESENTATIVE

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Dedicated customer service representative keen to provide quality care for customer satisfaction. Organized, detail oriented and experienced in properly handling customer inquiries and disputes. Dedicated to increasing sales by providing the best customer experience. Several years of experience in financial as well as telecom companies with a proven track record of job success.



Languages

Gujarati, Hindi & English



Work History

Apr 2022 -

Advisor

Current

Reliance Jio, Mumbai

- The primary responsibility which I manage here is to respond to customer questions/queries/issues quickly and effectively via chat and voice platform.
- Handling 3 chats at a time and also providing services via Inbound and outbound calls.
- Have to give effective solutions to the customer so that I can meet higher customer satisfaction score.
- Effectively managed customer complaints, providing smart solutions or escalating to management.
- Provided exceptionally high levels of customer service via live chat and voice calls.
- Strengthened communication skills through regular interactions with others.

Feb 2021 -

Sr. Executive

Mar 2022

NJ India Invest Pvt. Ltd, Surat

- The primary responsibility which I managed here was to convert the provided leads to the prospect customers via Telesales.
- I had to recruit partners as distributors/Individual Financial Advisors for Mutual Fund business.
- Also, I had to make sure that all the leads are approached before specified TAT.
- Had to convince interested candidates to join business with NJ as Advisor.
- Set up appointments with interested customers according to schedule availability.
- Followed up with customers to confirm satisfaction with enrollment and resolve last-minute issues.



Nov 2018 - Sales Executive

Feb 2021

Kotak Mahindra Bank Ltd, Surat

- My role here was to find leads for the product "Loan Against Securities" by doing in-house sales. (Managed all the branches of Kotak Mahindra Bank - Surat)
- I also had to verify the documents and check whether the prospect customer is eligible for the applied overdraft facilities.
- Engaged with customers to effectively build rapport and lasting relationships.



Accomplishments



- VP challenge, Silver certified at NJ India Invest Pvt Ltd.



Education



Jan 2021 - Post Graduation Diploma In Management

Jul 2023

NMIMS - Mumbai, Maharashtra



Mar 2015 - Bachelor of Commerce: Commerce

Mar 2018

D.R. And R.B. Patel College - Surat

GPA: 58



Mar 2014 - Higher Secondary: Commerce

Mar 2015

C.S. Vidhya Bharti School - Surat

GPA: 75



Certifications



Aug 2021 NISM Series VA - National Institute of Securities Market



Aug 2019 Fundamentals of Digital Marketing - Google Digital Unlocked



Skills



Planning and Coordination



Organization and Time Management



Flexible and Adaptable



Ability to work under pressure



Ability to work in a team



Declaration



I hereby declare the above-listed particulars of information and evidence are true to the best of my knowledge.