

NEELAM JAIN

Profession

Communicative customer service professional motivated to maintain customer satisfaction and contribute to company success. History managing large amounts of inbound calls and sustaining satisfactory relationships with customers. Offers skill with CRM systems paired with outstanding active listening and multitasking abilities. Enthusiastic client services professional with strong background directly interfacing with industry customers. Well-versed in products, services and consumer trends. Dependable achiever committed to holding highest ethical standards and maintaining customer trust.

Contact

Address

Bangalore, India 560058

Phone

8880988831

E-mail

neelam191@gmail.com

Skills

Advanced

Kannada

Beginner

C1

SKILLS

Customer Service

Staff Training

Type] Industry Regulations

Knowledge

Travel Planning

Complaint Resolution

Multi-Task Management

Product Knowledge

Customer Relations.

Warranty Service

Creative problem solving

Administrative support

Staff education and training

Receiving support

Work History

2022-04 -

2023-08

Customer Service Representative

Dunzo, Bangalore

- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service
- Answered incoming calls and emails, providing frontline customer support or assistance with product and service transactions
- Remained calm and professional in stressful circumstances and effectively diffused tense situations
- Developed strong customer relationships to encourage repeat business
- Demonstrated excellent communication skills in resolving product and consumer complaints
- Answered inbound calls, chats and emails to facilitate customer service
- Consulted with customers to resolve service and billing issues.

Education

2006-07 -

2009-07

B.com: Ecommerce

MLACW - Malleshwaram

NEELAM JAIN

MOB. NO: 8880988831

EMAIL: neelam191gmail.com

CAREER OBJECTIVE:

To apply my knowledge and skills of pharmacy into esteem organization as well as stimulating personal and professional growth, while fulfilling organizational requirements. Seeking challenging environment that encourages continuous learning and creativity

EDUCATION:

QUALIFICATION	Name of university/ college/ Board	Year of passing	Marks obtained
B.com	MLACW	2009	79%
PUC	MLACW	2006	75%
SSLC	Max muller high school	2004	84%

SKILLS:

- Project management
- Tutoring kids till class 5 (proficient in hindi, maths, EVS, english)
- Marketing executive, marketing head
- Proficient in excel, spreadsheet, Microsoft word, power point
- Proficient in languages like English, kannada, hindi

TRAINING:

- Worked as a tutor on personal firm (kids zone, peenya) for 5 years
- Worked as a accountant in a jewellery showroom for 2 years

DECLARATION:

- I Hereby declare that all the information mentioned above is true to the best of my knowledge