

# MOULAMI DUTTA

Customer Service Associate(B2B)

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Customer Service Associate with experience of around four years in handling client enquiries, conflict management and maximizing client satisfaction by providing quality service and creating positive customer experiences. Enthusiastic and personable individual who enjoys building long lasting relationships and good at client retention. Proficient in using applications and tools which are required for triaging client issues and escalations.



## Skills

- ◆ Inbound and outbound calling
- ◆ Quality assurance
- ◆ Shipping procedures understanding
- ◆ Professional telephone demeanor
- ◆ Service standard compliance
- ◆ Cross-functional team collaboration
- ◆ Receiving support



## Work History

### Mar 2023 - **Customer Service Associate(B2B)**

**Current**

*Teleperformance, Kolkata*

- Responded to customer calls and emails to answer questions about products and services.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Informed customers about special promotions and provided detailed information for various products.
- Provided customer feedback to management and identified areas of improvement for products and services.
- Kept detailed records of customer interactions to track and resolve issues quickly.
- Solved problems with products and services by providing customers with technical support.

- Answered customer telephone calls promptly to avoid on-hold wait times.
- Handled billing and payment issues following guidelines, resolving disputes properly.
- Utilized internal software and tools to meet customer needs and resolved issues promptly.
- Investigated and resolved accounting, service and delivery concerns

## **May 2015 - Jun 2019 Dealer Customer Relationship Consultant**

*S.T. Automobiles Pvt Ltd, Kharagpur*

- Handled average of 30 calls per day related to service booking, listing client concerns and effectively communicate the same to workshop manager.
- Updated client records in system with latest service history, mileage and repair information.
- Reached out to potential clients and informed them of newly opened service centre and converting them to regular clients, thus contributing towards revenue growth.
- Follow up calls to clients who recently serviced their vehicle for feedback and asked probing questions to ascertain problems and repair needs.
- Coordinated with towing services on behalf of clients and assisting them in case of vehicle breakdowns over calls.
- Reminder calls to clients on date of expiry of vehicle insurance and pitching for extended warranties and offers provided.



## **Education**

### **May 2010 - Apr 2012 Bachelor of Arts: English Literature**

*Vidyasagar University - Kharagpur*



## **Languages**

English

Hindi

Bengali



## **Interests**

Dancing

Painting

Trekking and Hiking