

Nidhi Sachdeva

WZ- 107 (B-85) tihar village subhash nagar 2 block new delhi 110018
8882888716 • nidhisachdevao@gmail.com

Objective

Highly concentrated and process oriented customer advisor with 4 years of experience. Passionate to work in dynamic environment to grab ample opportunities to enhance my capabilities and to achieve Business goals.

Senior customer service consultant Work Experience

Senior associate

August 2019 - Present

Concentrix Daksh Services India Pvt. Ltd

- Handle queries of the Customers of Germany for Amazon.de in German and as well as English.
- Provide a good knowledge of process Policies on practical basis to new hires, also monitoring them to ensure high performance and quality of their work.
- Handled Email queries of Customers in German and English Language.
- To analysis customer behaviour and market trends to ensure the Customer assurance.
- Accomplished Monthly Targets with excellent scores and metrics.
- Communicate with customers in Real time (Live Chats)
- Worked as Temporary Trainer for New Hires and
- also support them to learn and develop their skills and knowledge for the work tool (CSA).

Education

B.Com programming

07/2018 - 08/2021

Delhi university

- Graduated

German Language

Present

Language pantheon

- German B2 pursuing
- Completed B1 (goethe)

LANGUAGES

- English
- German
- Hindi
- Punjabi

Skills

- German language expert
- Communication
- Basic MS Excel
- Analysis
- Accountant

Interest

- Travailing
- Music

Achievements

- Worked as a Temporary Support for Team for more than 6 Months for Process Skills and knowledge for Handling customer issues and Problem.
- Promoted as Senior Chat representative