

AANCHAL KIROLA

SUMMARY

Experienced and dedicated customer representative with several years of experience in addressing and resolving complex customer queries. Organized, detail oriented, and experienced in properly handling customer inquiries and transactions.

CONTACT

✉ aanchalbhardwaj080@gmail.com

📞 7082788828

📍 Ambala cantt, India

LANGUAGES

English

Hindi

EXPERIENCE 4 YEARS

Customer service representative and SME Teleperformance

- Maintained up to date knowledge of product and services.
- Handled customer emails and responded to queries about services, product and billing.
- Worked to address all customer concerns in a timely and effective manner.
- Handled large volume of emails on a day basis with a sense of calm and good work ethic.
- Worked to understand the needs of each customer.
- Inspire team commitment to meet company goals, management objectives and high quality performance standards.
- Ability to work independently, as well as part of a team; detail-oriented, accurate and efficient.
- Resolved Escalated customer questions, issues and complaints.

Customer service representative

Taskus

- Answer of calls in a center environment.
- Resolve customer complaints and ensure call are handled in a professional and prompt manner.

EDUCATION

B.com

University of Kurukshetra

University of Kurukshetra

SKILLS

Positive attitude

patience

Complex Problem Solving

Clear Communication

Good Communication

Professionalism

Adaptability