



# ASHWINI K

## SENIOR CUSTOMER SUPPORT EXECUTIVE

### PROFILE

Creative professional with 7 years of extensive experience in customer support and business development. Rapidly adapt and respond to changes in the environment. Currently working as a Sr. Customer Support Executive in E-commerce company called Wecool Imports & Trading Pvt Ltd

### CONTACT

- 8884356727
- 8746948550
- [ashwinikrishna984@gmail.com](mailto:ashwinikrishna984@gmail.com)

### EDUCATION

**BACHELOR OF BUSINESS MANAGEMENT,**  
BANGALORE UNIVERSITY IN 2012 TO 2015  
AGGREGATIVE OF 61%

## EXPERIENCE

### SR. CUSTOMER SUPPORT EXECUTIVE

**WECOOL IMPORTS & TRADING PVT LTD.**

**SEPTEMBER 2018 to PRESENT**

- Handle business Calls, Emails and Chats individually.
- Discussing with the customer who called for products enquiry. Explaining about the products and converting them to purchase our products.
- Convincing the unsatisfied customers and to modify negative review to positive from them.
- Making outbound calls to the customers for getting positive reviews for the assigned products.
- Crosscheck with warranty policy of the customers and to do the replacement for defective products.
- Tracking the ratings and reviews for the products which has assigned.
- Checking the customers post in social media like Facebook, Instagram, Twitter, Google & YouTube and replaying accordingly.
- Should prepare the daily, weekly and monthly reports of positive reviews and replacement done.

### CUSTOMER CARE EXECUTIVE AND RECEPTIONIST

**NRR HOSPITAL | AUGUST 2016 to AUGUST 2018**

- Attending the walk-in customers and to guide them in a proper manner.
- Answering telephonic calls and e-mail inquiries in a timely basis.
- Fixing the appointment for the costumers with the doctor.
- Advising members of the patent to clear the outstanding payment.
- Also taken care of billing counter if needed.

### BEAUTY ADVISOR

**BANJARA'S | APRIL 2015 to MARCH 2016**

- Attending the walk-in customers who enters the mart,
- Influence customer to purchase the beauty products of Banjara's.
- Guiding the customers about beauty concepts and benefits of the products.
- Making telephonic calls and e-mail inquiries to promote beauty products of Banjara's.

### PERSONAL DETAILS:

Father's name	: Krishnappa KV
Date of Birth	: 13/03/1994
Gender	: Female
Languages Known	: Kannada, English, Telugu, and Hindi.