Nancy Elizabeth Anthony

**PERSONAL SUMMARY:**

A motivated, presentable, and energetic Customer Service and process executive professional who loves getting things right for her customers and making them happy. Nancy has a history of offering the highest level of service to clients online and offline. She is a team player, who is able to work to timely demands and effectively manage multiple workloads. Right now She is looking for a suitable position with a best organization where she can prove herself.

**WORK EXPERIENCE:**

With ***Patra*** for ***process execution***.

***Duties:***

* Responding promptly to customer enquiries via chat and email – always in a professional & efficient manner.
* Dealing efficiently with questions and queries from customers.
* Maintaining up to date computer based files and administrative systems.
* Promoting the company’s products and services to customers.
* Handling objections professionally.

**KEY SKILLS AND COMPETENCIES:**

* Can tactfully manage difficult or emotional customers.
* A quality customer service and excellence in providing customer satisfaction via chat.
* A clear, confident, professional and friendly manner to handle customers.
* Ability to communicate effectively with a wide range of customers.
* Proven aptitude for dealing with customer complaints.
* Extensive knowledge of Microsoft Office, Excel and flexible to work on any tool.
* Fully aware of the importance of data security and relevant legislation.

**ACADEMIC QUALIFICATIONS:**

***Pydah degree College*** (Year of passing 2016) B.com Regular

***N.R.I Junior College*** (Year of passing 2013) M. E.C

***Bhashyam school*** (Year of passing 2010)

**PERSONAL SKILLS:**

* Excellent communicator
* Good problem solver
* Attention to detail
* Team player

**AREAS OF EXPERTISE:**

* Customer satisfaction
* Interpret customer feedback
* Managing Customer Data
* Customer service excellence
* Listening to customers
* Managing expectations
* Chat Etiquette
* Email handling
* Resolving problems

**PERSONAL DETAILS:**

Name : Nancy Elizabeth Anthony

Father’s Name : Gabriel Patrick A

Date of Birth : 22-11-1993

Religion : Christian

Languages Known : English, Telugu, Tamil, Hindi

Hobbies : Listening to music.

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Santhinagar, kailasapuram road.

Visakhapatnam,

Andhra pradesh

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**DECLARATION:**

I hereby declare that the details furnished above are true to the best of my knowledge and belief.

Place: Visakhapatnam

Date:

Nancy Elizabeth A