

Saltanath Muskan

Bengaluru - +91 7676560313 - isaltanathmuskan@gmail.com

Senior Consultant - Customer support

Experienced Senior Customer Consultant with a proven track record of managing teams, resolving tickets, generating reports, and facilitating client meetings. Demonstrated expertise in delivering exceptional customer service, backed by two years of industry experience.

EXPERIENCE

IntouchCx, Remote

Senior Consultant - Customer support (Email Support)

March 2022- PRESENT

- **Manage Team Members:** Supervise and coordinate the activities of a team of customer consultants.
- **Ticket Management:** Assign and oversee the resolution of tickets raised by team members, ensuring timely and effective solutions.
- **Query Resolution:** Provide guidance and support to team members in resolving customer queries related to tickets.
- **Report Generation:** Prepare comprehensive reports on ticket resolutions, team performance, and customer satisfaction metrics.
- **Client and Management Input:** Gather feedback and input from clients and higher management to improve service delivery and team performance.
- **Conduct Meetings:** Organize and lead team meetings to discuss goals, strategies, and performance targets.
- **Client Meetings:** Attend meetings with clients to understand their requirements, gather feedback, and address any issues or concerns.
- **New Input Integration:** Incorporate new inputs from client meetings into team strategies and operations to enhance customer satisfaction and service quality.

EDUCATION

Bachelor's of Computer Application

Bengaluru City University

2018-2021

SKILLS

- **Excel:** Advanced Spreadsheet Proficiency
- **Power BI:** Data Visualization Expertise
- **CRM Tool:** Customer Relationship Management Mastery
- **QA Tool:** Quality Assurance Proficiency
- **Email Writing Skills:** Effective Communication via Email
- **Good Communication:** Strong Verbal and Written Communication