

LAKSHMI MADHURIMA KUCHIBHOTLA

CONTACT



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5NF



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SKILLS

- Team management
- Client relations
- Energetic work attitude
- Professional and friendly
- Attentive and helpful
- Software and system training
- Desktop support
- Microsoft Office
- Computer software and system knowledge

Knowledgeable customer service management professional successful at improving team productivity, reducing escalated calls and increasing customer satisfaction scores.

Flexible Customer Service professional with 2 years of success in resolving customer concerns and enquiries. Skilled at accurately documenting call details, preparing reports and arranging service. A supportive team player, well-versed in providing helpful answers on multiple platforms to retain clients.

Collating customer feedbacks for improving the system and discussing with team for the improvement in quality of service.

EXPERIENCE

February 2020 to December 2020

Customer Service Assistant *Cakebox*, Preston, Lancashire

- Provided friendly and attentive service by promptly responding to customer enquiries and following up on order requests.
- Helped customers select products according to individual requirements and preferences.
- Dealt with customer complaints calmly and professionally, providing appropriate solutions for continued customer satisfaction.
- Answered customer enquiries in a professional and polite manner, often going the extra mile to provide an enjoyable customer experience.
- Kept store displays looking presentable, clean and appealing by conducting [\[Timeframe\]](#) visual merchandising tasks.
- Worked as a team member, performing cashier duties, product assistance and cleaning.
- Efficiently processed cash and card payments during busy shopping periods using tills or [\[Software\]](#).

October 2019 to January 2020

Customer Service Assistant *Fine fix 4 u*, Preston, Lancashire

- Performed store opening duties, including counting cash drawers and checking all equipment for proper functioning.
- Efficiently processed cash and card payments during busy shopping periods using tills or software.
- Helped customers select products according to individual requirements and preferences.

July 2017 to June 2019

IT Help Desk Advisor *RG2IT private limited*, Hyderabad, India

- Maintained excellent team relationships by helping individuals with complex customer issues, complaints, computer malfunctions and questions.
- Provided timely and effective solutions based on information provided by customers.
- Kept up-to-date on the latest product, company, software and

system changes to stay knowledgeable for end-users.

- Provided solutions to operations issues for users of system and software, working closely via phone, email, live chat and web teleconference with end users.
- Efficiently performed troubleshooting through diagnostic techniques and pertinent questions.

EDUCATION

2021

Master of Science Information technology

University of Central Lancashire, Preston, LAN

2017

Bachelor of Science Electronic and communication engineering

K L University , Vijayawada