





ANJALI SINGH

Contact

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Profile Summary

3+ years of experience in the BPO industry. Assisted clients and customers via chat, calls, and emails and collaborated with clients to determine needs and provide excellent service. Solid team player with an upbeat, positive attitude.

Looking to leverage my knowledge and experience in different roles.

Education

■ **2020 -2022**
Master of Arts in Psychology
Graduated from
Vishwakarma University –
Pune Maharashtra

■ **2017 -2020**
Bachelor Of Arts in Psychology,
Graduated from Pune
University –
Pune Maharashtra

Key Skills

- Microsoft office suite
- Advanced Excel
- Power BI
- Canva
- Basic Digital marketing
- Good Communication and interpersonal skills

Languages

- English
- Hindi

Professional Experience

CLIENT SERVICE ASSOCIATE
ALLSCRIPTS (ALTERA)

DEC 2021- AUG 2022

- Oversaw client account inquiries, accurately providing information to resolve service complaints and guarantee customer satisfaction.
- Addressed technical difficulties by quickly identifying and troubleshooting customer issues to achieve timely first-time resolution.
- Established warm and friendly rapport whilst interacting with clients by phone, email, and on live chat

CUSTOMER SERVICE ASSOCIATE
MPHASIS – PUNE (MH)

JAN 2020 – MAY 2021

- Worked as a customer associate for the client Klarna Bank, it is a Swedish fintech company that provides online financial services such as payments for online storefronts and direct payments along with post-purchase payments
- Answered incoming customer contact via live chat to resolve issues and inquiries related to the payment processes and online financial services provided by Klarna.

CUSTOMER SERVICE ASSOCIATE
CONCENTRIX – PUNE, INDIA -

AUG 2018 – DEC 2019

- Worked as a customer service associate with the client Uber Eats. It is an online food ordering and delivery platform.
- Answered incoming calls, emails, and chats and resolved issues regarding food deliveries.