

## OBJECTIVE

Highly Motivated with 1.6+ years of Experience in Customer Service. Seeking a Senior Level Position to Leverage my Skills to Provide Quick, Accurate, and Empathetic Support to a wide range of Customers.

## SKILLS

- Customer Service
- Customer Support
- Email Process
- Email Support
- Chat Process
- Data Research
- MS Excel
- Email Writing
- Data Analysis
- Excel Macro
- MIS
- US Process

## EXPERIENCE

Edr Continuous Information Pvt. Ltd.  
Nagpur, MH.

1/2022 - Present

E-mailer

- Respond to Customer Inquiries via Email, Chat and Phone.
- Identify and assess customer needs to provide accurate information and solutions.
- Handle and Resolve Customer complaints and concerns with patience and empathy.
- Address customer service inquiries quickly and accurately.
- Keep detailed records of customer interactions
- Collaborate with the team members to achieve better results.

## TOOL

- Google Suite
- MS Office Suite
- MS Outlook
- Google Sheet
- Power BI
- Canva

## EDUCATION

Bachelor Of Engineering in Mechanical  
Nagpur University.

2011-2015

## LANGUAGES

- English
- Hindi
- Marathi

## LANGUAGES

- Customer Service
- Learning New Thing
- Relationship Building