



## Kumari Heena Singh

Senior support Associate

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**OBJECTIVE-** To obtain a remote customer support position where my 4 years of experience in the industry can be fully utilized, and my skills can be developed and improved further.

**SUMMARY-** A highly motivated and customer-centric individual with a strong background in customer service and support. Possessing excellent communication skills and the ability to work well in a team environment, I am a reliable and efficient professional with a proven track record of delivering top-quality support to customers.

## EDUCATION

- Master in Arts, Psychology Honours  
June 2015 – September 2017  
Lalit Narayan Mithila University  
Darbhanga, Bihar  
Marks:- 68%
- Bachelor of Arts, Geography Honours  
May 2011 – May 2014  
Marks:- 67%  
Lalit Narayan Mithila University  
Darbhanga, Bihar
- 12th May 2011  
Jesus & Mary Academy, Darbhanga, Bihar  
Marks:- 65%
- 10th May 2008  
DAV Public School, MTPS Kanti,  
Muzaffarpur, Bihar

## WORK EXPERIENCE

### Senior Customer Support Associate

#### Byjus Exam Prep ( May 2020- Present)

- Answered customer inquiries via email, chat, and phone, providing prompt and accurate information.
- Addressed customer complaints and concerns in a professional and courteous manner, achieving high customer satisfaction ratings.
- Worked with the technical support team to resolve technical issues and provided regular updates to customers on the status of their cases.
- Assisted in the development of training materials for new customer support associates and provided coaching and support to team members as needed.

### Customer Support Associate

#### Adda247 (June 2019 - May 2020)

- Provided prompt and accurate responses to customer queries via email and phone.
- Resolved customer issues in a timely and professional manner, ensuring customer satisfaction.
- Processed orders, refunds, and cancellations, and provided assistance with billing and payments.
- Assisted in updating customer information in the company database and provided feedback to the management team on customer concerns.

## SKILLS

- Excellent communication and interpersonal skills.
- Strong problem-solving and analytical skills.
- Proficient in using CRM software and MS Office applications.
- Ability to work under pressure and in a fast-paced environment.
- Good time management and organizational skills.
- Worked on ZOHO and Freshdesk

## LANGUAGE

- English
- Hindi