

Garima Tomar

CUSTOMER ASSISTANT

Details

Panipat, Haryana
Panipat, 132103
India
9306019907
garimatomar918@gmail.com

NATIONALITY

Indian

DATE / PLACE OF BIRTH

09-09-2002

Panipat

Links

[LinkedIn](#)

Skills

Conflict Resolution

Interpersonal Skills

Adaptability

Fast Learner

Communication Skills

Computer Skills

Customer Service

Languages

English

Hindi

Hobbies

Reading Books

Writing

Cricket matches

Profile

- Dedicated Customer Service Representative dedicated to providing quality care for ultimate customer satisfaction.
- Proven ability to establish and maintain excellent communication and relationships with clients.
- Dedicated to identifying customer needs and delivering effective solutions to all problems.
- Bilingual, hardworking, and ready to join my next team.

Employment History

Customer consult Assistant, Zonolith education pvt lmt, Remote

JANUARY 2024 – PRESENT

- Managed customer relationships and provided exceptional customer service, resulting in a X% customer retention rate
- Created a database of customer records that improved customer relations and increased customer satisfaction by X%
- Provided excellent customer service and resolved customer issues, resulting in a X-star rating on customer satisfaction survey.

Virtual Assistant, Himalayan Institute of India, Virtual

DECEMBER 2022 – DECEMBER 2023

- Developed and implemented processes to streamline workflow and improve operational efficiency
- Managed and maintained customer databases, ensuring accuracy and relevance of data
- Successfully handled day-to-day operations such as scheduling meetings, managing calendars, and booking travel arrangements

News Trainee, ITV network - India News, New Delhi

NOVEMBER 2021 – NOVEMBER 2022

Lanaguage expert and writer, Raw knowledge, Virtual

SEPTEMBER 2020 – OCTOBER 2021

Content writer , Voice of panipat, Panipat

MAY 2020 – AUGUST 2020

Education

Bachelor of Mass Communication, Kurukshetra University, Panipat

JULY 2019 – SEPTEMBER 2022

- Topper in my University.
- Learn communication skills.
- Presentation and interpersonal ability.
- Learn Self-Confidence and Potential.

Senior Secondary, S.D. Girls Sen. Sec. School, Panipat

APRIL 2018 – APRIL 2019

Secondary, D. R. Memorial Public School, Panipat

APRIL 2016 – APRIL 2017

Extra-curricular activities

School Topper, International Olyphid Championship

Beti Ratan Award 2018, Shinning Star of Panipat

Signature

GARIMA TOMAR