

Naresh Bhokre

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About

I am an experienced working professional with over 2 years of experience providing exceptional customer service. I have a proven track record of resolving customer issues quickly and efficiently, resulting in a 90% customer satisfaction rating. Expert in Communication, Problem-Solving, Teamwork, Adaptability, and a commitment to customer satisfaction.

Skills

Customer Service | Customer Support | Email Process | Email Support | Chat Process | Non-Voice Process | Email Writing | MS Excel | MS Word | MS PowerPoint | MS Office | Google Suite | Google Sheet |

Soft Skills

- ✓ Communication Skills - Active Listening, Constructive Feedback, and Presentation Skills.
- ✓ Adaptability – Fast Learner, Open to Learning New skills, and Conflict Management.
- ✓ Team Work – Collaborative, manage a Team 5+Member, and jointly work on a project that successfully Increased the revenue of the company.
- ✓ Problem-Solving – Observation, Logical Reasoning, and Decision Making.
- ✓ Attention to Detail – Paid close attention and took notes of all the requirements of the client carefully and delivered an accurate result.

Experience

Mailer

Edr Continuous Information Pvt. Ltd.
Nagpur, MH.

01/2022 – Current

- ✓ Respond to customer queries in a timely and accurate way, via email, Chat, And Phone.
- ✓ Identify customer needs and service accordingly.
- ✓ Update our internal database with information about technical issues and useful discussions with customers.
- ✓ Coordination with other internal teams to provide customer resolution to their query or request.
- ✓ Timely Follow up with customers to ensure their queries and technical issues are resolved.
- ✓ Developed and maintained strong relationships with customers to ensure satisfaction and loyalty.
- ✓ Demonstrated ability to work independently and as part of a team to exceed customer service goals.
- ✓ Collaborate with the team members to achieve better results.

Education

Bachelor of Engineering – Mechanical
Nagpur University – Nagpur, Maharashtra, India.

2015

Languages

English | Hindi | Marathi |

Interests

Customer Service | Learning New Things | Relationship Building