

# SHODINI K

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To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

## **EXPERIENCE:**

- Attica Gold Company.

27/Jul/2019 - 20/Mar/2023

Customer service Representatives (CSR)

## **JOB DESCRIPTION:**

Customer Service Representatives (CSRs) play a vital role in ensuring customer satisfaction and loyalty. Here are some key aspects of a CSR's role:

### **Key Responsibilities**

1. **\*Answering Customer Inquiries\***: Respond to customer questions and concerns via phone, email, chat, or social media.
2. **\*Resolving Customer Complaints\***: Address and resolve customer complaints in a timely and professional manner.
3. **\*Providing Product/Service Information\***: Offer information about products or services, including features, benefits, and pricing.
4. **\*Processing Orders and Returns\***: Assist with processing orders, returns, and exchanges.
5. **\*Escalating Issues\***: Escalate complex or unresolved issues to senior representatives or management.

## **EDUCATION:**

JUNE 2019

B.COM,

Karnataka Institute of Management & Technical Education

PERCENTAGE-71.85%

APRIL 2015

PUC:

VS Correspondence College,

Near JSS College

PERCENTAGE-66.67%

MARCH 2012

SSLC:

Nirmala Girls High School,

Shanthinagar, Bangalore

PERCENTAGE-62.24%

## **SKILLS:**

- Capable to Work as Individual and as Well as in a Team
- Quick Learner
- Positive Thinking

## **PERSONAL INFORMATION**

- Mother's Name: Chandra
- Father's Name: Kalaimani
- Nationality: Indian
- Date of birth : 11<sup>th</sup> July 1995
- Marital Status: Married
- Hobbies: Dance, Listening to music, Playing Games, Movies Sining.
- Languages Known: English, Kannada and Tamil.

## **DECLARATION:**

I hereby declare that the information provided above is true to the best of my knowledge and belief and these data correctly describe my qualifications, my experience, and me.

Place: Bangalore

Date:

(SHODINI K)