

SHODINI K

Ramaswamy Line Annipura, Shudamnagar,
Bangalore-560027.

Mobile No: 7022741831

sherlyammu1119@gmail.com

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, Banglaore

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 :** 11th 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)