## [B. Sakshi]

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# Objective

Dynamic and results-driven Customer Care Executive with [1.5] years of experience providing high-quality customer support. Adept at resolving issues, offering solutions, and maintaining positive client relationships. Seeking to contribute my expertise to enhance customer satisfaction and drive organizational success.

# Skills

* Excellent communication and interpersonal skills
* Strong problem-solving abilities
* Conflict resolution
* Multitasking and time management
* Customer relationship management (CRM) systems
* Microsoft Office Suite (Excel, Word, Outlook, power bi,
* Full stack web development, HTML,)
* Active listening skills
* Patience and empathy
* Knowledge of customer service principles and practices
* Fast learner with attention to detail

# Professional Experience

## Customer Care Executive

*Muthoot finance, Adilabad, Telangana*

03*/2024– Present*

* Provide exceptional customer service by addressing inquiries, resolving complaints, and offering product information via phone, email, and live chat.
* Ensure all customer interactions are handled with professionalism, empathy, and efficiency.
* Collaborate with other departments to resolve issues and ensure customer satisfaction.
* Maintain customer records and update information using CRM software.
* Achieve and exceed monthly KPIs for call resolution, customer satisfaction, and response times.
* Offer personalized recommendations based on customer needs, increasing customer retention by 15%.
* Handle escalated customer concerns and resolve issues in a timely and effective manner.
* Managed inbound customer inquiries and resolved product or service-related issues.
* Assisted in processing returns, exchanges, and troubleshooting technical problems.
* Documented customer feedback and suggestions to help improve services and products.
* Worked with the team to streamline the customer service process, reducing response time by 10%.
* Trained new team members in customer service protocols and CRM software usage.

# Education

## Bachelor of [BSc]

*Kakatiya, Warangal, Telangana 2022-2023*

# Certifications

* Certified Customer Service Professional (CCSP) – *Year*
* [PGDCA, full stack web development]

# Languages

* English (Fluent)
* [Hindi, telugu, Marathi]