

Heena Shree

Customer Service Associate

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📍 Hyderabad, Telangana

Summary

Seasoned Customer Service Associate with 13 years of experience in the banking and financial services industry, known for delivering exceptional customer support, clear documentation, and strong communication.

After a career break to care for family, I am now pursuing a fresh career in technical writing, inspired by its alignment with my documentation and communication strengths. With a strong foundation in customer-centric communication, policy documentation, and a keen eye for detail, I am eager to contribute to a dynamic technical writing team and grow within the field.

Professional Experience

Customer Service Associate, Bank of India

05/2011 – 09/2024

Hyderabad,
Telangana

- Handled customer queries and complaints, ensuring quick resolution and satisfaction
- Drafted internal communications, helpdesk FAQs, and procedural documents for team reference
- Maintained accurate documentation of customer issues and resolutions for audit and training
- Coordinated with backend teams to document service-related escalations
- Trained junior associates with SOPs and support material
- Regularly simplified complex banking procedures for customers and peers

Education

History Honours, Indira Gandhi National Open University

02/2011

Deoghar, Jharkhand

Key Skills

Technical Documentation

MS Word, Google Docs

User Manuals, Release Notes, FAQs

Communication and collaboration

Basic HTML and Markdown

Familiarity with tools

self-learning

Confluence, JIRA, VS Code and GitHub

Proofreading and editing

Certification

Technical Writing: How to Write Software Documentation - Udemy

Career Break

Took a planned career break to care for my child and simultaneously explored technical writing as a career. Engaged in online learning, practice projects, and professional upskilling to transition effectively.

10/2024 – Present