

Heena Shree

Customer Service Associate

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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
<ul style="list-style-type: none">- 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	Hyderabad, Telangana

Education

History Honours, Indira Gandhi National Open University	02/2011
	Deoghar, Jharkhand

Key Skills

Technical Documentation User Manuals, Release Notes, FAQs	MS Word, Google Docs
Basic HTML and Markdown self-learning	Communication and collaboration
Proofreading and editing	Familiarity with tools Confluence, JIRA, VS Code and GitHub



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