**Himanshu Mandyal**

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**CAREER SUMMARY**

Experienced voice and chat executive with multi-years in BPO environments. Proven ability to provide exceptional customer service through both verbal and written communication channels. Skilled in handling inquiries, resolving issues, and maintaining customer satisfaction. Proficient in utilizing various software platforms and multitasking effectively to meet service-level agreements. Dedicated team player with a strong commitment to delivering high-quality support.

**SKILLS AND STRENGTHS**

* **Customer Service**: Proficient in delivering exceptional service through voice and chat channels.
* **Communication**: Strong verbal and written English communication skills, adept at handling inquiries and resolving issues effectively.
* **Multitasking**: Ability to manage multiple customer interactions simultaneously while maintaining quality and efficiency.
* **Software** **Proficiency**: Skilled in utilizing various software platforms to support customer interactions and meet service-level agreements.
* **Team** **Collaboration**: Dedicated team player with a commitment to achieving collective goals and ensuring customer satisfaction.

**PROFESSIONAL ACCOMPLISHMENTS**

* Achieved consistently high customer satisfaction ratings, exceeding company benchmarks.
* Recognized for resolving complex customer issues efficiently, resulting in positive feedback and retention.
* Implemented new strategies for improving response times in chat support, resulting in a 20% reduction in average wait time.
* Received multiple commendations from supervisors for exemplary performance and dedication to customer service excellence.
* Successfully trained new team members on best practices for voice and chat support, contributing to team efficiency and cohesion.

**WORK HISTORY**

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| **Taskus India Pvt. Ltd.,** Mohali, Punjab, (Aug 2023)-Present | Process – **Amazon** |
| **Teleperformance**, Mohali, Punjab, (Mar 2022) – (Aug 2023) | Process – **Norton** **Antivirus** |

**EDUCATION**

**SVIET**, Mohali (2015 to 2019)