

ANKIT SONI

CUSTOMER CARE EXECUTIVE

CONTACT

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PROFILE

I am passionate about providing excellent customer service by communicating clearly, understanding customer needs, and offering helpful support. I always aim to leave customers satisfied by solving their problems quickly and politely, building trust, and creating a positive experience in every interaction.

EDUCATION

SDBCT, INDORE, INDIA

Bachelor of Engineering
2011-2015

SKILLS

- Excellent Communication
- Customer Service & Query Resolution
- Call Handling & Escalation Management
- Problem-Solving & Critical Thinking
- Time Management & Multitasking

WORK EXPERIENCE

CUSTOMER CARE EXECUTIVE

Teleperformance (Mastercard) April 2023- March 2025

- Handled inbound calls from international customers regarding Mastercard-related queries, including card activation, transaction issues, lost/stolen cards, and account information.
- Provided clear, concise, and professional support while maintaining a high standard of customer service.
- Resolved customer issues efficiently, aiming for First Call Resolution (FCR) and high Customer Satisfaction (CSAT) scores.
- Maintained accurate records of customer interactions using CRM tools and followed strict data protection protocols.
- Addressed escalated concerns calmly and effectively, ensuring customer trust and retention.
- Adhered to company guidelines, compliance standards, and financial regulations in every interaction.
- Participated in daily team huddles, feedback sessions, and training to stay updated on process changes and quality expectations.
- Met and exceeded performance targets, including AHT (Average Handling Time), Quality Score, and Service Level Agreements (SLAs).
- Demonstrated empathy, patience, and professionalism while handling sensitive customer issues.
- Collaborated with internal departments when needed to resolve complex customer concerns.