



Neelam Singh

Contact

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Core Qualifications

- Microsoft Word
- Microsoft PowerPoint
- Microsoft Excel
- Handling customer calls
- Telephony
- Customer Complaint Handling
- Telemarketing

Education

APS University
BACHELOR OF ARTS
2020
GPA: 65

MP Board
INTERMEDIATE
2017
GPA: 42

MP Board
MATRICULATION
2014
GPA: 41

Professional Summary

Resourceful and personable customer solutions consultant excels at prioritising and completing multiple tasks simultaneously to achieve team goals. Expertise in customer relationship management, conflict resolution and leadership. Dependable and courteous self-starter seeking to leverage exceptional background into customer liaison role with growing organisation.

Experience

Customer Relations Executive

Sign In Infotech pvt ltd | Bengaluru, Karnataka, India, india | Jul 2023 - Dec 2023

As a customer Relations Executive, my role involved a set of responsibilities focused on managing customer relationships and ensuring their satisfaction. Here's a description tailored to my experience:

As a Customer Relations Executive, your primary responsibility was to serve as a vital link between the company and its customers, playing a crucial role in maintaining and enhancing overall customer satisfaction. my key duties included:

Customer Interaction: Acted as the main point of contact for customers, engaging with them through various communication channels like email, phone calls, or face-to-face interactions. Provided timely and effective responses to customer inquiries and concerns.

Issue Resolution: Took ownership of customer complaints and concerns, working diligently to resolve issues in a manner that exceeded customer expectations. Collaborated with internal teams to address complex problems and ensure a positive resolution.

Customer Advocacy: Advocated for customers within the organization, ensuring that their feedback and concerns were communicated to the relevant departments. Worked to bridge the gap between customer expectations and the company's products or services.

Interests

Hobbies: , Listening to music, Cooking

Languages

English, English and Hindi

Languages

Hindi: First Language

