

Neelam Singh

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SUMMARY

Resourceful and personable customer solutions consultant excels at prioritizing 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 organization.

SKILLS

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

EXPERIENCE

Customer Relations Executive 07/2023 - 12/2023
Sign In Infotech Ltd *Bengaluru, India*

- 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.

EDUCATION AND TRAINING

MATRICULATION
MP Board
CGPA: 65

INTERMEDIATE
MP Board
CGPA: 65

BACHELOR OF ARTS
APS University
CGPA: 65

LANGUAGES

- English, Upper Intermediate
- Hindi, Proficient

HOBBIES AND INTERESTS

- Listening to music
- Cooking