

OBJECTIVES

Dedicated customer service professional with 5+ years experience in a fast-paced environment seeking an opportunity in a team-orientated company. Adept at handling a wide range of contact methods while accurately documenting customer issues and providing first class service with every interaction.

Experience

Senior Executive(2/2020 till Present)

lenergizer BPO

Services

Responsibilities:-

- Providing entire customer service
- Support to the premium customer of Hyundai(blue link).
- Having a deep knowledge of the entire blue link program.

Senior Executive(12-2015 to 10-2016)

Airtel India Nodal Process

- Highest escalation of Airtel India Call scheduling
- Perform problem research when necessary.
- Deliver high quality and timely resolutions to problems. Initiate follow-up to other service areas when appropriate. Track and manage resolution on customer's behalf.
- Successfully answer questions

Executive(4-2012 to 6- 2015)

Nuera Telecom

- Retention proving welcome calls Upsales
- Customer service

Skills

- English
- Basic Computer Skills
- Customer Support
- Communications
- Customer Service
- Microsoft Office

Education

BA

JNVU

Jodhpur, Rajasthan

2015/08

Languages

English

Hindi

Bengali