**Sandhya Rani Bakta**  
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**Customer Service Representative** *Providing Exceptional Service ... Building Loyal Relationships ... Solving Problems ... Increasing Sales*

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* Dynamic customer service professional experienced in both call-center and retail store settings.
* Excel in listening to customer needs, articulating product benefits and creating solutions that provide value to the customer.
* Build and maintain enduring customer relationships to boost sales and generate repeat business.

**Experience**

247 Customer Pvt. Ltd, IDA, Uppal (International BPO).  
 **Customer Service Representative,** February 2012 *– Present  
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* Respond to online inquiries, providing quality service to customers and associates inquiring about the availability of products or status of orders.
* Listen attentively to chatters needs to ensure a positive customer experience.
* Strive for quick complaint resolution; commended by supervisor for the ability to resolve problems on the first attempt and avoid escalation of issues.
* Excel within a service-oriented company, demonstrating a talent for communicating effectively with customers from diverse backgrounds.

**Education  
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* Bachelor ofComputer Science from St. Francis Degree College for Women Begumpet.
* Intermediate from St. Francis Junior College for Women, Secunderabad.
* S.S.C from M.R.N.R high School, Uppal.

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**Key Skills:**

* Passion for customer services
* Ability to work in a challenging environment
* Quick and First time Resolution
* Good Communications Skills
* Knowledge of basic computer skills