

SUHANA KHAN

Service assistant



My Contact

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☎ +91 6380686510

📍 Velachery, Chennai

Hard Skill

- Ms Excel
- Analytical and Reporting
- General computer skills
- Data presentation

Language

- English
- Tamil
- Hindi
- Urdu

Education Background

- Periyar University
Bachelor in commerce
Completed in 2021
- G.G. Higher secondary school, Salem.
Certificate in commerce

Completed in 2018
- Anderson matriculation school, salem
Certificate in SSLC

Completed in 2016

About Me

Driven and hardworking professional with a proven track record of increasing customer satisfaction levels. Looking to leverage my problem-solving skills and build upon my 1 years of customer service experience by transitioning into the processing Associate

Professional Experience

Matrimony.com pvt ltd. | Service assistant

Jan 2023 - June 2023

Key responsibilities:

- Making outbound calls to client and product selling
- Attending inbound calls and resolving their queries
- Prepare reports on the above information and communicate the insights of these reports to the broader business
- Consult with the members to develop long-term relationship into the business
- To ensure good rapport with customers .
- Managing the team effectively to ensure Language of the target and performance.

Info G solution | Process associate

2022

Key responsibilities:

- To communicate with reservation team for confirming hotel booking through tele-calling and mails
- Providing customer service and understanding their needs.
- Responsible for producing all kinds of reports including disposition, usage, agent productivity and disciplinary write-ups and retraining
- Responsible for representing some of the largest brands.