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**OBJECTIVE**An ambitious, highly motivated and energetic customer service representative offering four years of diversified experience, achieving customer satisfaction as well as meeting or surpassing company expectations.

**KEY ACCOMPLISHMENTS:**

* Managed a high-volume workload within a deadline-driven environment. Resolved an average of 550 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy, volume).
* Became the lead "go-to" person for new reps and particularly challenging calls as one of the company’s primary mentors/trainers of both new and established employees.
* Helped company attain the highest customer service ratings (as determined by external auditors) -- earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness.
* Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations.
* Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.

**CAREER RELATED SKILLS**

•Demonstrated ability to log all notes and follow up information accurately.
• Proven record of managing and tracking the quote to order process.
• Highly skilled in verifying pricing and products.
• Proficient in MS Office Suite

* Customer service oriented skills – Ability to deal with irate customers using excellent interpersonal-communication skills.
* Ability to handle stress.
* Understands new concepts easily – Quick learner
* A patient listener who fully focuses on speakers and understands a variety of accents.
* languages: English, Hindi and Punjabi.

**WORK EXPERIENCE:**

1) Customer support associate(CSA): March 2014 - Sept 2014 (6 months), Tata business support services(TBSS),in Tata photon process, mohali,Punjab, India.

*responsibilities handled*:

* Co-ordinated with supervisor in management of staff, training and employee development in daily job duties.
* Strong skills in time management, prioritizing tasks and meeting deadlines.
* Worked at back-end process to resolve the complaints of customers regarding the connectivity related issues.
* Performed data entry services for the company in regards to punching in customer information, call logs and successful sales.
* Forwarded important and serious matters to the seniors.
* Transferred urgent calls to the required departments quickly and accurately.
* Entered and updated new customer details in the customer relationship management software according to administrative guidelines.
* Achieved set targets of the firm by the stipulated deadline.

2) Customer support associate(CSA): June 2013 -March 2014(10 months), Tata DoCoMo tech Mahindra. IT park, Chandigarh, India.

*responsibilities handled*:

▪ Delivered world class customer service and build customer satisfaction and loyalty.
▪ Provide effective and timely resolution of a range of customer inquiries.
▪ Strive for one-call resolution of customer issues.
▪ Complete ongoing training to stay abreast of product, service and policy changes.
▪ Strike a positive and cooperative tone with both customers and coworkers.
▪ Increase the customer experience by providing information on new products, rate plans, and services through up selling opportunities.

3) Sales Executive, June 2009- July 2012 (3years) Frolix InfoTech,

 Punjab India

*responsibilities handled*:

* prepare and deliver sales presentations to new and existing customers in order to sell new products and to protect and increase existing sales.
* Building strong relationships with clients/customers for business growth and profitability.
* Handle corporate communication, internet marketing, social media and digital promotions.
* Goal set for center’s month on month, maintaining relationships with target customers, customer service insuring high rate of return on investment, sales and support.

**ACADEMIC QUALIFICATION:**

* Bachelor of arts (B.A) Honours in journalism and mass communication from CMJ university, Meghalaya, India (2010-2012).
* 10+2(secondary education), Punjab school education board( July 2008)
* 10th (matriculation), Punjab school education board (march 2006)

**COMPUTER KNOWLEDGE:**

* Microsoft Windows 2000 Professional.
* Can work with MS-Word/MS-Excel/Power Point.
* Basic knowledge of Customer Relationship Management (CRM) software.