**CUSTOMER SERVICE RESUME**

*Customer Service Representative with over 4 years of experience in telephone customer service, including sales, tech support, and customer care. Familiar with major customer service software, conflict resolution, and possess a positive attitude. Aiming to use my proven skills to effectively fill the managerial role in your company.*

**PROFESSIONAL EXPERIENCE**

WIPRO BPS Sector-v Kolkata

*Customer Care Advisor April 2015 – Present*

## Handle 90+ calls daily, with duties including signing up new customers, retrieving customer data, presenting relevant product information, and cancelling services, handling 6 different queues data works

## Trained two new employees in how to use client Application, entering customer data and organizing customer interaction logs

## Received an average 85% customer satisfaction rating to date, 15% higher than company average

## Research complicated cases without prompting to provide more comprehensive service to customers

## Suggested a new tactic to persuade cancelling customers to stay with the company, resulting in a 5% decrease in cancellations

SERCO BPO PVT LTD Madhyamgram, Kolkata

*Quality Verifier- Customer service July 2012 – 2015*

## Handled 30 agents and did quality checks of the calls and marked as quality parameter.

## Inspired the agents regarding process and taught how to handle and convince the customer about the new products.

## Took escalations calls, gave process training to the new joiners.

**EDUCATION**

**Pursuing Graduation Final Year** **Newbarrackpore, Kolkata**

*B.A. General*

**ADDITIONAL SKILLS**

* Experience with Microsoft Office – Word, Excel & Power Point
* Excellent communication skills with a focus on customer service
* 50WPM Typist

**Job Seeker First Name / CV No: 1843212**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

