**Rekha **

**Nationality**: Indian

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 **PROFESSIONAl OVERVIEW**

**Career Objective-**

**To work for an organization which provides me the opportunity to improve my skills and knowledge to growth along with the organization objective.**

* A customer oriented and excellent communicator possesses 3+ experience as Customer Support Executive.
* Proficient in providing information and sell items over the phone services to clients
* Well versed in identifying customer needs and able to offer a solution quickly.

**Profile Summary**

### WORK EXPERIENCE

### June 2014 till date Senior Customer Service Officer

### FIS GLOBAL SOUTIONS – Mumbai, Maharashtra

### Made reasonable procedure exceptions to accommodate unusual customer request.

### Provided accurate and appropriate information in response to customer inquiries.

### Demonstrated mastery of customer service call script within specified timeframes.

### Improved customer ratings by 70%. Collected customer feedback and made process changes to exceed customer satisfaction goals.

### Addressed customer service inquiries in a timely and accurate fashion.

### Developed effective relationships with call centre departments through clear communication.

### Worked with the upper management to ensure appropriate changes were made to improve customer satisfaction.

**P2S Infocom Group**

June 2008 to May2013 Data entry operator

Insert customer and account data by inputting text based and numerical information from source documents within time limits

Compile, verify accuracy and sort information according to priorities to prepare source data for computer entry

 Review data for deficiencies or errors, correct any incompatibilities if possible and check output

Apply data program techniques and procedures

Generate reports, store completed work in designated locations and perform backup operations

 Keep information confidential

### July 2005 to May 2008 Senior Customer Service Officer

### ICICI One Source - Mumbai, Maharashtra

### Handle tasks of providing positive customer service by responding to a high call volume .

### Responsible for handling customer requirements and provide solutions to customer issues .

### Handle the tasks of preparing work records in an accurate manner and update customer file .

### Interact effectively with individuals /teams to ensure high quality and timely expedition of customer requests.

### Play active role in developing activities that improves business performance and customer satisfaction

###  Build rapport with customers by greeting them in a courteous, friendly, and professional manner using procedures learned during new-hire training.

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###  Emirates Islamic Bank , Dubai (UAE) September’2015- October’31 2016

Responsible for assisting customers with their banking needs.

Resolve problems working on resolving issues for banking customers.

Constantly working to find solutions to customer problems.

Providing operational support making sure that consumers are having outstanding banking experience

Sell bank products provide an insight on new bank products that might be of interest to the consumer.

Key accomplishments

Managed high volume workload within a deadline-driven environment . Resolved an average of 550 inquires in any given week and consistently met performance benchmarks in all areas (Speed accuracy and volume )

Officially commended for intiative , enthusiasm, tenacity,persuaisiveness,intense customer focus .

Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.

**ACADEMIA**

 **Bachelor of Arts from Mumbai University with First Class**

Course Work In Communication and Psychology

Workshops and Seminars Attended on Psychology Research Paper Presentation made on subjects like Gender Stereotype.

 **PERSONALITY TRAITS**

* High customer service standards.
* Call center management experience.
* Strong problem solving ability.