**Lavanya**

Customer Service /Receptionist

Customer Service Executive for 6yrs. Being patience, polite and professional.



**Experience**



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| Oct 2013 - | **Receptionist** |
| Feb 2018 | *Wings Tours and Travels* |
|  | Greet Customers with a smile. |
|  | Communication skills. |
|  | Multitasking such as answering calls, providing information, |
|  | responding to mails. |
|  | Arranging for meeting rooms. |

**Personal Info**

**E-mail**

Lavanya.383724@2freemail.com

**Date of birth**

29 Jan 1985

**Skills**

MS Excel, MS Word

|  |  |
| --- | --- |
| Jun 2010 - | **Sr. Customer support officer** |
| Jul 2012 | *Aegis Ltd* |
|  | Arranged quick delivery on orders placed for laptops. |
|  | Educating customers on benefits of having laptop insured. |
|  | Communicating to the warehouse to fasten the production. |
|  | Ensuring customer is happy with the resolution provided from |
|  | begining till the end of the call. |

|  |  |
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| Mar 2007 - | **Sr. Customer Service Representative** |
| Jan 2010 | *Mphasis Ltd* |
|  | Confidential of customers personal information. |

Informing about balance in their multiple accounts.

Helping them pay their utility bills through bank account.

Helping customer to set up on auto debit on payments and

transfers.

Professional on calls.



**Education**



May 2003 - **B.Com**

May 2006 Bangalore University, Bachelors in Commerce