

SONALI

CUSTOMER SERVICE

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|  |  |  |  |  | a b o u t m e | | | | | | |  | c o n t a c t | |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | Customer Service with over 6.5 years of experience in service & | | | | | | | | | |  | |  |  |
|  |  | sales including tech support, and collections. Familiar with major | | | | | | | | | | [Sonali-397377@gulfjobseeker.com](mailto:Sonali-397377@gulfjobseeker.com) | | |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | customer service software, conflict resolution, and possess a | | | | | | | | | | Bur Dubai, Dubai - UAE | | |  |
|  |  |  |  |  | positive attitude. | | | | | | |  |
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|  |  | EDUCATION | | |  |  |  |  | SKILLS |  |  |  | AWARDS | |  |
|  |  | **MUMBAI UNIVERSITY** | | |  |  |  |  | Customer Relations | |  |  | **“Best Trainee”** | |  |
|  |  |  |  |  |  |  |  |  |
|  |  | *Mumbai, Maharashtra* | | |  |  |  |  | Microsoft Office Suite | |  |  | *January 2012/ O2 Ireland* | |  |
|  |  | *Commerce (B. Com)* | | |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  | Excellent Communication Skills | | |  |  | **“Best Performance”** | |  |
|  |  | **MAHARASHTRA BOARD** | | |  |  |  |  | 90 WPM Typist | |  |  | Dec 2014 / *O2 Ireland* | |  |
|  |  |  |  |  |  |  |  |  |  |  |
|  |  | *Mumbai, Maharashtra* | | |  |  |  |  | Problem Solving | |  |  | **“Employee of quarter”** | |  |
|  |  | *Higher Secondary Certificate* | | | | |  |  |  |  |  |
|  |  |  | | | |  |  | Dec 2018 / *O2 UK* | |  |
|  |  |  |  |  |  |  |  |  | Time Management | |  |  |  |
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|  |  |  |  |  |  |  | p r o f e s s i o n a l e x p e r i e n c e | | | | |  |  |  |  |
|  |  |  |  | | | | | | | | |  |  |  |  |
| 2019 - 2020 | | | **RESTAURANT MANAGER** | | | | | | | | |  |  |  |  |
| *Restaurant – Dubai, UAE* | | | | | | | | |  |  |  |  |
|  |  |  |  |  |  |  |



* Scheduled and directed staff in daily work assignments to maximize productivity.
* Manages the dining front entrance with the efficient and timely seating of the guests.
* To assist guests regarding food and beverage menu items in an informative and helpful way.
* Regularly updated computer systems with new pricing and daily food specials.
* Optimized profits by controlling food, beverage and labor costs daily.
* Collaborated with Executive Chef to analyze and approve all food and beverage selections.
* Maintained cleanliness and sanitation across all food service, storage, and preparation stations.

2017 - 2019

2012 - 2016

* Handled escalated customer complaints to provide full resolutions and promote loyalty.
* Developed and maintained exceptional customer service standards.

**SENIOR CUSTOMER SERVICE EXECUTVE**

*Capita India Pvt Ltd – Mumbai, India*

* Provide customer support via web chat services, calls and email.
* **Collect payments** on past due bills.
* Arrange for **debt repayment** or establish repayment schedules, based on customers' financial situations. **(Setting up payment plan).**
* Record information about financial status of customers and status of collection efforts.
* **Troubleshooting network issues** related to the products, such as Home broadband,Mobile, laptops, desktops, routers.
* Learning about new products and services to remain up to date on all the products and services that the organization offers.
* Identifying possible website and technical issues that the customers are facing and escalating the issue to get it fixed.
* Solving end-user issues and answering questions, with strong customer service skills.
* Adhering to company policies and maintaining a positive attitude towards all customers in an upbeat manner, even when facing complex situation.

**SENIOR CUSTOMER SERVICE REPRESENTATIVE / TEAM COACH**

*Fidelity National Information Services – O2 Ireland, Mumbai, India*

* Serving as the organization’s first point of contact with its customers and providing suggestions about how the organization can improve customer experience.
* Handling multiple chats & calls (3 to 5) at one time and resolving queries navigating through multiple systems.
* Handle 90+ chats and calls daily, with duties including signing up new customers, retrieving customer data, presenting relevant product information and cancelling services.
* **Collect payments** on past due bills.
* Initiated consumer negotiations for **debt recovery** through phone and mail contact.
* Assisted debtors in setting up payment plans to settle overdue balances.
* Responsible for contacting overdue customers and collected on historical due amount.
* Ability to handle high call volume and improve company collections with a variety of accounts.
* Traced delinquent customers to new addresses and contact number by raising investigation with the credit bureaus.
* Received an average 85% customer satisfaction rating every month with 100% quality scores.
* Suggested a new tactic to persuade cancelling customers to stay with the company.