

Rohini More

Customer service representative

An Enthusiastic Customer service representative with 1 year + experience in voice, non voice process and customer support. Knowledgeable with major customer service software, handling customer complaints, improving customer satisfaction and maintaining a positive and friendly disposition. Aiming to use my skills to effectively fill the customer service representative role in your company.

✉ Navruhi13@gmail.com

☎ 9209353002

WORK EXPERIENCE

Customer Service Associate

Teleperformance Global Services Pvt Ltd

02/2021-03/2022 (1 year 2 months)

Bangalore

Achievements/Tasks

- Manage variety of customer service calls and administrative tasks to resolve customer issues quickly and efficiently.
- Resolved customer issues by following up on orders while staying up to date with product changes.
- Maintained a high level of customer satisfaction through Effective verbal and written communication.
- Effectively negotiated customer solutions surrounding products and subscriptions.
- Excelled at conflict resolution, solving customer complaints, Fixing order problems and provided detailed information.
- Secured and maintained confidentiality of all communications and documentation.

SKILLS

Clear communication

Confident

Positive attitude

Multitasking

Problem solving

Quick learning

AREA OF EXPERTISE

Voice Process, Non Voice Process,

Technical support, Documentation

Customer service, Human Resources

Time management, Data Entry

EDUCATION

B.Sc- Graduated

Hal Parvara Aviation Institute

05/2017-10/2020,

Nashik

Percentage

- 75.40

HSC

Maharashtra State Board (KTHM)

03/2016-03/2017,

Nashik

Percentage

- 68.77

SSC

Maharashtra State Board (BVPS Anjaneri)

03/2014-03/2015

Nashik

Percentage

- 88.60

LANGUAGES

English

Full Professional Proficiency

Marathi

Full Professional Proficiency

Hindi

Full Professional Proficiency