

# Yoshitha Murari

Customer Success Associate

## Contact

### Address

Hyderabad, TG, 500072

### Phone

955 054 4344

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murari.yoshitha@gmail.com

## Skills

Account management

Key stakeholder relationship building

Complaint resolution

Hardworking Customer Service Representative with almost 2 years of experience working with SaaS Product. Trained with entire recruitment to employee separation with extensive knowledge of time management, Recruitment and proven multitasking abilities. Committed to maintaining professional relationships with clients to increase profitability and drive business results.

## Work History

2020-01 -  
Current

### Customer Success Associate

*Darwinbox Solutions Pvt Ltd, Hyderabad, Telangana*

- Resolved product issues over phone with 9 customers daily.
- Handled over 10 clients per shift signing up new customers, retrieving customer data, presenting relevant product information.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Quickly and accurately answered customer questions, suggested effective solutions and resolved issues to increase customer satisfaction to 100%.
- Increased efficiency and team productivity by promoting adherence to operational best practices and company policies.
- Reduced process inconsistencies and effectively trained team members on best practices and protocols.
- Recommended Product to customers, thoroughly explaining details.
- Answered average of 50 calls or emails per day, addressing customer inquiries, solving problems and providing product information.

## Education

2015-08 -  
2019-05

### Bachelor of Technology: Electronics And Instrumentation Engineering

*DAV Public School - Hyderabad*

- Graduated with 7.5 GPA.
- Member of ISOI and IEEE.
- Elected to Vice President for ISOI Student Chapter in 2018.

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## Certifications

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| 2018-01 | C Language |
| 2019-01 | Python     |

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## Dancing, Singing, Sports

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- Participated in many Classical Dance Programmes in Hyderabad.
- Participated in Inter and Intra School Competitions for Volleyball.
- Educate / Teach children whenever I find time.