

RADHA RANI
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Objective Statement

An energetic customer service professional with solid experience providing diverse customer support in high volume environments. Strong problem-solving skills coupled with initiative and accuracy provide a first-rate experience for the customer and facilitate the development of strong customer relationships. A self-motivated and hardworking employee with an excellent track record of meeting and exceeding productivity targets.

AREAS OF SPECIALIZATION:

A self-motivated professional with over 6 years experience in the customer service industry. Areas of strength include Excellent organizational and communication skills contribute to high levels of efficiency and productivity.

- Proven track record in resolving complex customer issues and implementing workable solutions.
- A strong sense of urgency ensures customer satisfaction and improved customer retention levels.
- The ability to assimilate information quickly facilitates in-depth product knowledge and the provision of outstanding customer service.
- Verified achievement of performance bench marks in all areas.
- Expertise in team handling and management with the good coordination.
- Maintaining service performance report of each customer in monthly basis.

PEARL COURIER AND CARGO PVT LTD

2018-PRESENT

Customer Service Executive

- Taken care of Customers like **YAMAHA JABRA ,CLEAR PACK ,BARCO,AUTOMETER**
- A strong sense of urgency ensures customer satisfaction and improved customer retention levels.
- Strong track record for building productive and positive relationships with diverse customers resulting in improved customer retention and loyalty.
- A committed team member who consistently achieves customer service goals and adds significant value to the bottom line.
- Interact with diverse customer base in person, online and by phone.
- Provide detailed information on services and products to customers.
- Recommend service and product options to meet customer needs.
- Will close the case 24/48 hours delivery & pickups

Customer Service Executive

- Strong track record for building productive and positive relationships with diverse customers resulting in improved customer retention and loyalty.
- I was handling a branch. . Records of stock incoming out going material.
- A committed team member who consistently achieves customer service goals and adds significant value to the bottom line.
- Handling a complaints regarding courier and follow with team follow up.
- Work at complaint though CRM tolls
- Produce weekly reports for management.
- Achieve performance objectives in all areas consistently.
- Manage service, product and billing inquiries and complaints.
- Mange MIS Report on daily basis.
- Mange Pick-up tracker.
- **Within time period.**

Education

- **Bachelor Degree** from Delhi University in year of (2014-20118)
- **12th Board** from CBSE Board in Year of (2012-2013)
- **10th Board** from CBSE Board in Year of (2010-2011)

Technical Skills

- MS Office and Excel.
- CRM software - Siebel and SAP.
- Data entry
- Open office.

Core Competencies

- Communication skills.
- Customer service orientation.
- Problem-solving.
- Information management.
- Organization and planning skills.
- Accuracy.

Strength

- Believe in hard work to achieve the given goals.
- Dedication towards work.
- Positive attitude towards life.

Father's Name **Mr. Lalit Kumar**

Date of Birth **21 -07-1994**

Place: Delhi

(Radha Rani)