

Abhishek Soni

Address Plot No. 13, E-8, Trilanga Colony, Bhopal, Madhya Pradesh 462039

Phone 8319967107

E-mail as272186@gmail.com

Focused Customer relations professional skilled in lead generation, customer relationship development. Accomplished in providing unsurpassed support to demanding customers.

Skills

- Excellent written and oral communication.
- Flexible working.
- Active listening.
- Passionate towards work.

Work History

2018-01 - 2018-10 **Customer Service Representative**

CRM Services India PVT LTD, Indore, Madhya Pradesh

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Left the organization because of a sudden accident.

2020-09 - 2021-03 **Customer Service Associate**

Amazon Development Centre India PVT LTD

- Developed and actualized customer service initiatives to decrease wait times.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Helped average of 60 customers every day by approaching conversations with positive attitude and focus on customer satisfaction.
- Ended up with completing the contractual role of 6 months.

Education

Graduated

Bhoj University

Interests

FPS Video Games

Personal Details

DOB	29 OCT 1998
Father's Name	Ram Kumar Soni
Nationality	Indian
Marial Status	Unmarried
Languages known	Hindi & English

Declaration

I here certify that all the information provided as above are correct in best my best knowledge and belief and I promise to abide to all norms laid down by your organization.

Date:

Place:

(Abhishek Soni)