

Kaamini Joshi

Mumbai, Maharashtra
joshijanvi5007@gmail.com
9960521644

Work Experience

Sr customer care

Teleperformance - Mumbai, Maharashtra
June 2017 to June 2019

Kamini Joshi

Sangam Housing Society, flat A4, Juhu Versova Link Road.

Mumbai 400053, Maharashtra, India

9960521644

joshijanvi5007@gmail.com

Customer Service Agent: Call Centre (BPO).....

As experienced Sr cust care professional with a demonstrated history of working and performing in callcentre or bpo as sr customer care agent, dealing with customers on a regular basis and solving customer queries with on job training given.

Professional customer service agent gives,

Proven experience providing customer support in busy call centre environments for public utility and insurance industry employers.

As unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issue and win customer loyalty.

Strategic relationship and partnership building skills - listen attentively, solve problems creatively and use tact and diplomacy to achieve win win outcome.

Experience)

- Teleperformance(Intelenet Malad), Mumbai.MH.

Sr cust service agent, 6/2017 to 6/2019.

Handle customer inquiries, complaints, managing upset angry callers, repair trust, transferring calls, knowledge of the product, customer satisfaction with the service.

Resolved 30 to 50 calls daily, constantly meet performance benchmark, speed, accuracy and volume.

Helped company attain the highest customer service ratings.

Commended for initiative, persuasiveness, intense customer focus and dependability in performance evaluations.

- Sinestar, Mumbai, MH

Telecaller, Dec 2016 - 2017

Handled sales, calls with potential customers.

Training received in selling, making customers and buyers and marketing the product well and meeting targets.

Highest qualification) Post graduate

Training) Customer service skills training....

On job training given previously.

- Great transfer and hold calls. Build rapport, listen and manage conversational flow.
- Manage upset customers, conflicts, challenging situations.

Deliver outstanding service.

Education)

Fravashi- High School - June 1995 - Nasik

Swami Vivekanand College - HSc - June 1997 - Mumbai

Swami Vivekanand College - B Sc - June 2000 - Mumbai

IHtm Pune - MSc - 2011 - Pune

Other Particulars)

Languages known : English, Hindi, Marathi

Preferred location : Mumbai, Pune, Remote

Dob) 10.7.1979

Customer Care Executive

Sinestar
December 2016 to April 2017
Domestic call centre

Education

Msc in Hotel tourism

Ihtm - Mumbai, Maharashtra

Skills

- Computer. Communication.languages.team work
- Excel
- Microsoft Access
- Typing
- Customer Service
- Teaching Experience
- Training & Development
- Archival Standards