

👤 Summary

- Good interpersonal skills with an ability to Understand the customers problem and solving them.
- Provide accurate information and solutions to customers efficiently.
- Managed high-volume inbound and outbound calls.
- Investigating and resolving customer issue or complaints.

📊 Skills

Strong communication

Problem solving

Active Listening

Patience

Quick Learner

Teamwork

🎓 Education

KDK College Of Engineering, Nagpur University

Bachelore of Engineering - Information Technology, CGPA: 81.76

2022

Nagpur, Maharastra

Kamla Nehru Mahavidyalaya, Maharashtra Sate Board

HSC, CGPA: 55.08

Feb 2018

Nagpur, Maharastra

Suyash Convent, Maharashtra Sate Board

SSC, CGPA: 69.80

Mar 2016

Nagpur, Maharastra

👜 Experience

Hexaware

Customer Support Executive

Mar 2023 - May 2024

Nagpur, Maharastra

- Handled escalated customer concerns and resolved them promptly and effectively
- Analyzed customer feedback to identify areas for improvement in products and services

Task Us

Teammate

Oct 2024 - Apr 2025

Indore, Madhya Pradesh

- Promoted high customer satisfaction by resolving problem with knowledgeable and friendly service.
- Recognize by management for providing exceptional customer service.

🗣 Language

English

Hindi

Marathi

👤 Personal Information

- DOB: 04/09/2000
- Gender: Female
- Nationality: Indian