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Sukanya Biswas

Skills

- Call Center Operations
- Performance Improvement
- Staff Training
- Exceptional organizational skills
- Data Entry
- Documentation And Reporting
- Relationship Building
- Hiring and Training
- Problem-solving aptitude
- Adaptability and Flexibility

Education And Training

07/2024

Bachelor Of Computer

Applications:

Computer Networking

Dr. C.V Raman University

Bilaspur, Chhattisgarh

Languages

English: C2

Proficient

Hindi: C2

Proficient

Bengali: C2

Proficient

Summary

Highly skilled Customer Care Executive adept at managing customer service operations and ensuring highest level of customer satisfaction. Possess strong problem-solving skills, excellent communication abilities, and experience in resolving complex customer issues. Known for effectively leading teams to improve productivity while maintaining high standards of service quality. Made significant contributions to previous roles through fostering positive client relationships, improving operational efficiency, and enhancing team performance. Experienced in fast-paced environments and adaptable to last-minute changes. Thrives under pressure and consistently earns high marks for work quality and speed.

Experience

Bharti Airtel Pvt. Ltd - Customer Relations Manager

Balurghat

01/2017 - 08/2019

- Created detailed reports of customer interactions for internal records keeping purposes.
- Maintained accurate records of customer interactions, transactions, comments and complaints.
- Provided customer service by responding to phone, email, and in-person inquiries in a timely manner.
- Maintained up-to-date knowledge of product lines, pricing plans, warranties.
- Participated in team meetings to discuss strategies for improving customer satisfaction levels.
- Developed and maintained relationships with customers to ensure their satisfaction.
- Assisted customers with product selection based on individual needs.
- Coordinated with the technical support team to resolve product or service issues.
- Negotiated with customers, resolving disputes and maintaining positive relationships.
- Maintained high satisfaction score by consistently resolving first-call issues.
- Addressed customer questions and concerns regarding products and services.
- Trained new staff on company customer service policies and procedures.
- Utilized strong multitasking skills to handle simultaneous customer calls and inquiries with professionalism.
- Collaborated with the sales team to identify and grow opportunities within the territory.
- Handled customer complaints, providing appropriate solutions and alternatives within time limits.
- Recruited and trained new employees to meet job requirements.
- Held regular one-on-one meetings with employees to review performance and priorities and provide feedback.
- Recorded details of all inquiries, complaints, and comments.