

Komal Singh

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Career Objective

I am willing to build a career in this growing organisation, where I can get the opportunities to learn and prove my abilities by accepting challenges, fulfilling the organizational goal and climb the career ladder through continuous learning and commitment.

Work Experience

- Worked as a Customer Service Support Advisor in BT Group Business Service from April '23 to Jan '25. "BT was my first company, where I began my career as a Trainee Associate in a 15-month training program. During this time, I developed a strong sense of focus and learned to thrive in high-pressure environments. I gained valuable experience handling escalation calls, addressing complex customer concerns, and providing effective solutions. This role sharpened my problem-solving skills, as I was often tasked with resolving difficult situations that required patience, empathy, and clear communication. Additionally, I learned how to remain composed and professional even in the most challenging scenarios, which greatly enhanced my ability to manage stressful interactions while maintaining a positive customer experience."

Academic Qualifications

EDUCATION	BOARD/UNIVERSITY	YEAR	PERCENTAGE
B.com (Hons)	Calcutta University	2021	5.873 (CGPA, out of 10)
12 th (Commerce)	W.B.C.H.S.E.	2017	72.75%
10 th	W.B.B.S.E.	2015	59.75%

Key Skills

- **Customer Support:** Inbound, outbound and email support
- **Communication:** Active listening, clear communication, empathy.
- **Problem-Solving:** Conflict resolution, troubleshooting
- **Sales Support:** Upselling, cross-selling, product knowledge.
- **Time Management:** Prioritizing tasks, handling multiple inquiries at once.
- **Team Collaboration:** Working effectively in team settings.
- **Multitasking:** Handling large volumes of customer interactions efficiently.
- **Tools:** MS Word and Excel.

Personal Information

- **Date of Birth:** 8th March
- **Gender:** Female
- **Languages Spoken:** English, Hindi, and Bengali

Hobbies & Interests:

- **Dance:** A trained Kathak dancer with over 15 years of experience had performed in various cultural events and exhibitions.
- **Interpersonal Engagement:** Passionate about interacting with people from different walks of life, learning about diverse cultures, and building meaningful connections.
- **Arts & Creativity:** Enjoys painting and experimenting with different mediums, as well as listening to music and dancing as a means of self-expression.
- **Cooking:** Enthusiastic about exploring new recipes and sharing meals with family and friends.
- **Volunteering & Social Contributions:**
 - Actively involved in community service, particularly focused on helping stray animals. I regularly donate to local shelters, and I'm committed to providing food, care, and love to stray animals.
 - Volunteer for various charitable causes, including organizing donation drives and contributing to initiatives that help those in need.

Declaration

I solemnly declare that all above share information is correct to the best of my knowledge and belief.

(KOMAL SINGH)