

Priyanshu Dubey

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PROFESSIONAL SUMMARY

Customer-focused support specialist with expertise in voice and chat processes. Skilled in handling inquiries, resolving issues, and ensuring seamless customer experiences. Proficient in CRM tools, problem-solving, and meeting service benchmarks.

EDUCATION

Dr. Bhimrao Ambedkar University , Agra

Bachelors in Science

Agra, Uttar Pradesh Graduation Date: June 2025 (Awaiting Final semester Result)

WORK EXPERIENCE

Startek Aegis, Flipkart

Process Associate (Voice & Chat Support)

Lucknow Uttar Pradesh (Remote) Jan 2023 - Aug 2023

Responsibilities:

- Handled customer queries via voice and chat support, ensuring prompt and effective resolution.
- Provided accurate information, troubleshooting assistance, and issue resolution to enhance customer satisfaction.
- Maintained service quality by adhering to company guidelines, scripts, and escalation protocols.
- Processed requests, complaints, and feedback efficiently while ensuring a seamless customer experience.
- Utilized CRM tools to document interactions, track resolutions, and manage customer accounts.
- Met performance benchmarks, including response time, resolution rate, and customer satisfaction scores.
- Collaborated with cross-functional teams to escalate and resolve complex issues.
- Identified customer pain points and provided suggestions for service improvement.

Skills:

- Customer Service & Support (Voice & Chat)
- Effective Communication & Active Listening
- Problem-Solving & Conflict Resolution
- Multitasking & Time Management
- Chat Etiquette & Professional Email Writing
- Call Handling & Escalation Management
- Technical Troubleshooting & Issue Resolution
- Performance Metrics & Quality Compliance
- Adaptability & Team Collaboration.

IT Skills:

Microsoft Office (Word, Power Point, Excel) |Outlook| Gmail | Slack | Microsoft Teams