

# Sneha Tyagi

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New Delhi, India

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An experience customer relation professional, excels in fast paced, challenging work environment. Self-motivated, had working and flexible to work as per requirement. Endeavors to conform and to exceed the standards. Adept at resolving Clients issues efficiently and enhancing client satisfaction and experience. Proven ability to manage complaints and foster strong client relationships.

## KEY COMPETENCIES

Account management	Conflict Resolution	Quality control	Complaint management
Documents verification	Operations management	Resolution specialist	TAT management
Time Management	Process improvement	Communication Skills	Problem-Solving Skills.

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## PROFESSIONAL EXPERIENCE

22/11/2023 – 31/03/2025

### Tech Mahindra Ltd, Noida.

#### **Associate – Customer Support**

- Worked as a senior Associate in NYKAA process. Handled around 80+ issues and escalations calls from Nykaa customer with regards to their pre and post shopping experience and issues.
- Ensured to provide quality training to the new colleagues hired in the process
- Assist customers with placing, tracking, or canceling orders. Process payments, refunds, exchanges, and returns according to company policies. Work closely with other teams (e.g., technical support, sales, logistics) to resolve customer issues or improve service quality
- Manage multiple inquiries simultaneously, ensuring timely responses to all customers. Stay up-to-date with the company's products, services, and policies to provide accurate information. Document all customer interactions, issues, and solutions in the customer relationship management (CRM) system.

### Amazon Development Centre Pvt Ltd, Noida.

04/04/2022 – 01/01/2023

#### **Associate – Hyderabad / Remote.**

- I was a part of UK Chat Support team. Handled 70+ chat queries per day, maintaining a 95% customer satisfaction score.
- Assisted customers with billing, technical issues, and account changes in real-time.
- Resolved customer complaints quickly, following company policy and FCA regulations. Provided feedback to internal teams on recurring issues to improve processes.

## **EDUCATION & CERTIFICATIONS**

- Bachelor of Arts.

## **TOOLS & APPLICATIONS**

- Customer Service Central
- Outlook
- Teams
- MS office
- ZENDESK

## **TECHNICAL SKILLS**

- Expertise in Advance Excel, MS Office
  - English Typing - 50 WPM
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