

Seema Kumari

Customer Service Representative

Reach me out

Address

Gurgaon
India

Phone

08178027462

Email

seemu2000kumari@gmail.com

Skills

Strong verbal and written communication skills, including fluency in English.

Excellent problem-solving and critical thinking skills, with the ability to work under pressure and meet deadlines.

Experienced in handling customer inquiries, complaints and escalations.

Product Knowledge and complaint resolution.

Proficient in MS Office and customer service Software, including Salesforce and Zendesk.

Languages

Hindi

English

Profile

Individual with excellent communication and problemsolving skills, empathy towards customers, patience to deal with difficult situations, ability to multitask and remain calm under pressure, and a willingness to continuously learn and improve my skills.

Experience

Customer service representative, Concentrix

📍 Gurugram

- Experience in international process for 1+ year where my responsibilities were customer relationship, account, query management and to provide best possible resolution to customer's concerns
- Guidance through policies and community guidelines and help throughout the onboarding.
- I have a proven track record of ending the conversation with customer satisfaction, maintaining AHT, TPH, Quality and all other aspects and targets
- Experienced in handling customer inquiries, complaints, and escalations.

Senior Representative, TELEPERFORMANCE

📍 Gurugram

- Developed customer service policies and procedures for the Senior Representative team.
- Managed a team of Senior Representatives to ensure high-quality customer service delivery.
- Resolved escalated customer complaints in a timely manner.
- Trained new hires on customer service processes and protocols.
- Monitored customer feedback to identify opportunities for improvement.

Education

- Delhi University , Bachelor of commerce
- Swami Vivekanand Subharti University,
Master of Business administration (HR & Marketing management)

Interests

Music, Travelling and exploring, Cooking