**NEELIMA DHAMENIA**

559/A Flat#1, FF, Dayanand Colony,

Gurgaon, 122001

Contact Number: +91-8744966754

Email: neelujun07@gmail.com

**CUSTOMER SERVICE MANAGER**

■ Career Summary

* Over 8 years of experience in Customer Service departments of various organizations.
* As leader of customer care department, has taken key role in improving customer experience through the following tactics: mentoring, directing, supervising overall functions and staff of customer service operation, handling top-notch professional support services, providing personal interaction, and resolving varied client inquires and complex issues.

■ Professional Experience

#### Genpact: Process Developer (23rd Oct 2019 – 8th Oct 2022)

**Responsibilities:**

* Inbound and outbound calls related to new accounts and applications.
* Demonstrated strong product knowledge by answering customer questions in an accurate and timely manner also performing data entry.
* Provide income verification on new accounts and applications.
* Promptly and efficiently met customer’s needs and requests.
* Assisted in a high volume of customer incoming & outgoing phone calls.
* Ensured proper assessments and follow-up on customer’s applications ensuring complete customer satisfaction.
* Providing support for new agents regarding process and product knowledge
* Maintained and meeting expectations of the company.
* Able to efficiently navigate through multiple data entry systems and other relevant applications, tools and resources while speaking with customers.
* Managed follow up calls to customers in a timely manner.

#### NR Ventures Pvt. Ltd: Customer Service Manager (11th Feb 2016 - 31stDec 2016)

**Responsibilities:**

* Oversaw daily activities and supervised a team of Customer Service Representatives who provided technical support to company’s customers.
* Solved all major customer problems/queries that subordinates were not able to solve earlier.
* Trained and supervised customer service professionals to ensure optimum satisfaction of clients.
* Managed a team of Client Services Associates that focused on meeting Customer Service efficiency and quality standards.
* Exceed targeted results in customer retention, client expectations, sales and support service as well as other customer service goals.
* Designed quality control program and implement standards to coach employees toward high performance and success.
* Assisted the department involved and top level management in solving severe issues which may have been produced due to firm’s services or products.
* Communicated with customers to receive their valuable feedbacks and suggestions for improvement in firm’s products/services.
* Created and maintained tailor-made customer care training program.
* Provided customers with on-the-spot solutions and, when necessary, refunds when dissatisfied with firm’s services.
* Documented and maintained reports/records related to discussions and feedback provided by customer and presented reports to appropriate department to enable further improvement in products/services.

#### IndiaBulls Technology Solutions Ltd: Sr. Customer Service Executive (16th April 2012 - 2nd July 2015)

**Responsibilities:**

* Provide excellent customer service while in a high call volume and fast paced environment.
* Demonstrated strong product knowledge by answering customer questions in an accurate and timely manner as well as selling products and services while performing data entry.
* Promptly and efficiently met customer’s needs and requests.
* Assisted in a high volume of customer incoming & outgoing phone calls.
* Ensured proper follow-up on customer requests ensuring complete customer satisfaction.
* Informed customers of price discrepancies, current production times, estimated shipping dates and other information as needed to keep the customer advised of order status both verbally and written.
* Confirmed all order changes in writing with customer to insure accuracy.
* Maintained catalog & product knowledge.
* Communicate with all departments to ensure orders are processed accurately.
* Overcome customer objections by using probing skills to achieve sales goals.

#### Convergys India Service Pvt. Ltd: Technical Support Officer (10th Jan 2011 - 25th Feb 2012)

**Responsibilities:**

* Proficient in handling inbound calls and providing level 1 Technical Support to end-users.
* Microsoft Office and Outlook, setup and support for installation, configuration, backup, troubleshooting.
* Experience in installation of Windows, configuration, Technical troubleshooting, support of server Hardware, Operating systems, Microsoft application software and peripherals, Windows 95/98, 2000, 2003, Server, XP.
* Provided the Remote support using following software Team Viewer, Easy assist, LMI Remote Software, Remote Desktop.
* Documented and maintained query/issues and resolution provided to the customer.
* Operating Systems: Window XP, Vista, Win 7, Win 8 , Win 10, Linux Ubuntu, MS DOS
* Hardware Skills**:** PC assembling, Formatting, Partition, drivers Installation, windows 98, 2000 professional, Xp professional.

■ Education & Qualifications

* Bachelor’s of Technology – Information Technology (2006-2010)
* SAP – ABAP training
* Customer service strategy training

■ Hobbies

* Listening music.
* Drawing and painting.
* Solving Sudoku.
* Playing games on internet.
* Spending time with friends.

■ Personal Details

* Permanent Address VPO. Lilas, Tehsil-Siwani, District- Bhiwani, 127046 Haryana
* Nationality Indian
* Languages English, Hindi

■ Declaration

I, Neelima Dhamenia, solemnly declare that the information furnished above is true to the best of my knowledge and belief.

Date: (Neelima Dhamenia)

Place: