

# Janvi Nansi

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Customer Service Executive with 7+ years of experience and strong multitasking, communication and interpersonal skills. Passionate about improving customer experience by employing service-oriented behaviors, understanding customer desires and providing customized solutions to build loyalty. Remains calm under pressure and works to develop and implement solutions. Proficient in handling administrative, staffing and inventory needs to optimize service delivery.

## Work History

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Senior Cashier (October 2021 - Current)

*Cold Stone Creamery* Dubai, UAE

- Offering Guest services, processing payments, organizing and cleaning food preparation areas and dine-in areas.
- Maintain stock with supplies needed and carrying out tasks following high levels of hygiene policies and standards.
- Working under pressure especially during rush hours in restaurants, provide answers to queries presented by customers regarding services and offers made available by the restaurant.
- Maintain a chart of all available deals and products and refreshing for online and dine-in orders on a daily basis.
- Input orders into a point-of-sale system and accept payment using a credit card reader or cash register, calculating change accurately and quickly as required.
- Communicate effectively with team members and management to create work schedules, train new employees, and resolve any interpersonal issues as needed.

Collector (June 2021 - September 2021)

*Hadaf Al Khaleej Debt Collection* Sharjah, UAE

- Managing the collection of outstanding debts from clients. Reviewing the company debtor list and contacting customers and informing them of their overdue bills.
- Advising customers on payment options and suggesting methods of payments. Negotiating suitable payment plans.
- Maintaining payment records and preparing customer financial statements for banks and the state credit department.
- Writing final notice warnings to customers when payments are not being made. Instituting legal action when customers fail to pay their debt. Contacting lawyers and insurance agencies to facilitate payments.

Business Development Consultant (January 2020 - April 2020)

*Innovision360* Mumbai, India

- Proactively engaged clients to establish relationships to provide digital marketing solutions to Australian businesses.
- Discussed SEO needs and optimized strategies for short and long-term campaigns. Created digital assets such as rich media online ads and micro websites. Boosted brand awareness by establishing strong web and social media presence.
- Improved click-through rates, conversion and other important KPIs with a strategic approach.
- Gathered competitive intelligence and utilized cold calling, networking and prospecting techniques for lead generation.

VIP Concierge Executive (February 2019 - October 2019)

*Goan Recreation Club Pvt Ltd,* Goa, India

- Maintained and developed positive relationships with customers by assisting with requests, amenities and comps.
- Remedied issues quickly and effectively through active listening, conflict resolution and dynamic communication skills.
- Scheduled deliveries of flowers, gifts, and other products and made reservations for spa services and dining.
- Maintained front desk's concierge book to provide visitors with access to relevant local information.
- Structured time to visit with supervisors in slots, table games and food and beverage areas to mitigate problems or issues involving VIP players.
- Devoted significant time being visible and available on the casino floor to meet and greet guests during individual visits and special events.

- Maintained detailed familiarity with high-value players and guests of casino and researched and identified most valuable players and guests in distinctive time frames.
- Contacted previous guests and potential visitors via email with information on hotel events to engage clientele.

## Customer Service Executive

(January 2016 - August 2018)

*Tech Mahindra Business Services*

*Mumbai, India*

- Resolved complaints efficiently to satisfy customers and encourage future transactions. Incorporated cross-selling, up-selling and add-ons and offered promotional items to increase sales.
- Asked fact-finding questions to determine customer needs and expectations and recommended specific products and solutions. Processed customer order and offered additional products and services to increase revenue.
- Answered phone with friendly greeting to create positive inbound calling experience for customers. Handled 50 inbound calls per shift to provide callers with product and service information.
- Followed-through on all critical interdepartmental escalations to increase customer retention rates. Consulted with outside parties to resolve discrepancies and create effective solutions.
- Resolved billing, network and handset's related problems, improved operations and provided exceptional client support. Managed quality assurance program, including internal audits and customer surveys.

## Customer Service Representative

(November 2012 - October 2013)

*Sitel India Pvt Ltd.*

*Mumbai, India*

- Resolved software problems, improved operations and provided exceptional customer support. Handled 20-25 calls in a shift to address customer inquiries and concerns.
- Pitched for anti-malware products & computer accessories, also offered warranties while renewing existing contracts.
- Increased customer satisfaction by resolving computers, laptops and tablet issues. Drove operational improvements which resulted in savings and improved profit margins.

## Office Administrator

(May 2010 - October 2012)

*Allied Technologies Pvt Ltd.*

*Mumbai, India*

- Managed multi-line telephone system and greeted claimants during office visits. Delivered expert clerical support by efficiently handling a wide range of routine and special requirements.
- Planned and coordinated logistics and materials for board meetings, committee meetings and staff events. Kept physical files and digitized records organized for easy updating and retrieval by authorized team members.
- Interacted with customers professionally to provide information and directed to desired staff members. Assessed urgency and priorities before accepting or declining appointments and meetings with the CEO.
- Increased customer service success rates by quickly resolving issues. Coordinated, scheduled and arranged meeting and travel calendars, including business and social events.

## Education

BBA: Business Administration And Management.

(July 2013 - August 2016)

*Chatrapati Shahuji Maharaj Kanpur University, Mumbai*

Higher Secondary Certificate: Commerce

(May 2010 - April 2011)

*Bhavans Harzimal Somani College Of Commerce and Arts, Mumbai*

Secondary School Certificate: Commerce And Arts.

(May 2008 - April 2009)

*LLDHS, Mumbai*

## Interests

Communications and Psychology