



Customer Care Executive

Personal

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Resume objective

Experienced Customer Service professional with a significant background of 4+ years of customer care experience with strong client relationship building skills and excellent organizational skills. Well-versed in products, services and consumer trends. Dependable achiever committed to holding highest ethical standards and maintaining customer trust.

Work experience

Oct 2021 - Sep 2023	<div><div>Customer Service Executive</div><div>DaytoDay Hypermarket LLC (E-Commerce Head Office), Dubai</div><ul style="list-style-type: none">Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service over call.Demonstrated excellent communication skills in resolving product and consumer complaints.Took responsibility for the development of team members, ensuring that their skills and knowledge are kept up-to-date and relevant.Asked probing questions to determine service needs and accurately input information into electronic systems.Informed customers about website billing procedures, processed payments and provided payment option setup assistance over call/chat/mail.Facilitated customer satisfaction surveys, receiving a score of 99% satisfactionProcessed returns and exchanges as per company policy within the given time frame.</div>
Jan 2019 - Jul 2021	<div><div>Customer Care Representative</div><div>Xceedance Consulting India Pvt. Ltd., Gurgaon</div><ul style="list-style-type: none">Developed and actualized customer service initiatives to decrease wait times.Responded to customer calls, emails & live chats to answer questions about products and services.Supported team members in the improvement of their skills and abilities.Assisted in managing inbound and outbound calls that are routine in nature by answering inquiries, clarifying information, researching, locating, and providing relevant information.Improved customer satisfaction ratings by addressing issues and fostering timely resolution.Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.Consulted with customers regarding needs and addressed concerns.</div>
Oct 2016 - Jan 2021	<div><div>Customer Service Associate</div><div>Genpact Ltd, Gurgaon</div><ul style="list-style-type: none">Supported customer service goals and enhanced relations through friendly, knowledgeable and positive communication.Collected customer feedback and made process changes to exceed customer satisfaction goals.Provided primary customer support to internal and external customers.Answered product and service questions, suggesting other offerings to attract potential customers.Organized and prioritized tasks and activities and worked within strict timeframes and deadlines.Improved customer service wait times to mitigate complaints.Conducted side-by-side coaching in order to ensure that key business targets are being achieved by all team members.</div>

Education and Qualifications

- **Bachelor in Business Managment**
Institute of Management & Technical Studies
Managment
- **Higher Secondary Education**
West Bengal Council of Higher Secondary Education
- **Secondary Education**
West Bengal Board Of Secondary Education

Skills

Clear communication	●	●	●	●	●
Microsoft Applications	●	●	●	●	●
Complaint Resolution	●	●	●	●	●
Active listening	●	●	●	●	●
Time management	●	●	●	●	●
Attention to Detail	●	●	●	●	●
Interpersonal Skills	●	●	●	●	●
Building Customer Loyalty	●	●	●	●	●
Document & Data Management	●	●	●	●	●
Procedure Adherence	●	●	●	●	●

Certification

- Customer Relationship Management Certificate
- Customer care Executive Certificate
- Microsoft Office IT & Fundamentals
- Customer Service Certificate

Languages

English	●	●	●	●	●
Hindi	●	●	●	●	●