

Customer Service Officer

RESUME OBJECTIVE

Experienced customer service/cashier professional with a significant background of 3+ 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.

PERSONAL

Name

Sourav Roy

Address

Villa 38, mfw 11, Shakhbout city,
Abu Dhabi

Phone number

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Email

souravroy8642@gmail.com

LANGUAGES

English



Hindi



WORK EXPERIENCE

Oct 2021 - Sep 2023

Customer Service Officer/ Cashier

DaytoDay Hypermarket LLC (E-Commerce/Retail), Dubai

- Resolved customer complaints, guide them and provide relevant information.
- Handled merchandise returns and exchanges.
- Greeted customers when entering or leaving the store.
- Maintained checkout operations by following policies and procedures and reporting needed changes.
- Balanced cash drawer by counting cash at beginning and end of work shift.
- Processed refunds and exchanges, resolving complaints.
- Maintained a safe and clean work environment.
- Provided advice or recommendations after understanding customer needs.
- Stayed up to date on merchandise promotions, advertisements and product information

Jan 2019 - Jul 2021

Customer Care Representative

Xceedance Consulting India Pvt. Ltd., Gurgaon

- 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.

EDUCATION AND QUALIFICATIONS

Bachelor in Business Management

Institute of Management & Technical Studies

Management

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	●●●●●
Cash handling	●●●●●

CERTIFICATION

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