

Sourav Roy

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WORK EXPERIENCE

DaytoDay Hypermarket LLC (E-Commerce)

Dubai, UAE

Customer Service Executive

Oct 2021 - Sep 2023

- Resolved customer complaints, guide them and provide relevant information.
- Provided accurate, valid and complete information by using the right methods/tools
- Processed refunds and exchanges, resolving complaints using online tools.
- Kept records of customer interactions, process customer accounts and file documents
- Provided advice or recommendations after understanding customer needs.
- Stayed up to date on merchandise promotions, advertisements and product information.
- Prepared product or service reports by collecting and analyzing customer information.
- Ensured customer satisfaction and provide professional customer support.

Xceedance Consulting India Pvt. Ltd.

Gurgaon, INDIA

Customer Care Representative

Jan 2019 - Jul 2021

- Served as point of communication for ground services personnel and assisted in completion of after hours requests.
- Responded to customer 90-100 calls, emails & live chats to answer questions about products and services.
- Assisted customers in placing orders, fulfilling refunds and handling exchanges.
- Updated tracking system with current information for each client.
- Improved customer satisfaction ratings by addressing issues and fostering timely resolution.
- Handled customer complaints and provide alternatives and/or solutions to ensure resolution of complaints.
- Consulted with customers regarding needs and addressed concerns.
- Built and maintained rapport with customers to become a trusted advisor and partner in purchasing decisions.

EDUCATION

Institute of Management & Technical Studies

BBA Management

Polytechnic High School

Higher Secondary Education

Springdale High School

Secondary Education

CERTIFICATION

Customer Relationship Management Certificate

Customer care Executive Certificate

Microsoft Office IT & Fundamentals

Customer Service Certificate

SKILLS

Clear Communication, Complaint Resolution, Active listening, Time management, Attention to Detail, Interpersonal Skills, Report Making, Building Customer Loyalty, Chat Handling, Cross-Selling / Up-Selling, Business Communication

TECHNICAL SKILLS

Microsoft Office (Excel, Word, PowerPoint), Email Management, Chat Bot, Communication tools, Document & Data Management Tools

LANGUAGE

English | Hindi