**YASHASWINI P **

Contact: 0507185328 Email Id: yashaswinsan1@gmail.com

Address: Al Nahadah St, Zone 24, MBZ, Abu Dhabi

**Professional summary:**

**Customer Relations Officer (CRO): Ravindu Toyota (Feb 2018 - Aug 2019**)

* Maintained excellent client satisfaction by providing in-depth support.
* Resolved customer complaints following guidelines and referred complex inquiries to team leaders.
* Implemented customer follow up to uphold service standards.
* Conducted customer surveys and recommended ways of improving customer satisfaction.
* Evaluated consumer data to identify improvement gaps and opportunities.

**Senior Executive- Operations: Aegis Customer Support Service Pvt Ltd(Dec 2016 -Jan 2018**)

* Chat Support Specialist: Providing customer support through chat and resolving issues in real-time.
* Email Support Executive: Handling customers through email, providing timely responses and customer support.
* Back-Office Support: Carrying out paperwork and data verification, and ensuring smooth running of the back-office.

**Office Assistant cum Admin Support: AJ Road lines Pvt Ltd( Sep 2015 -Nov 2016**)

* Organize office and assist associates in ways that optimize procedures
* Sort and distribute communications in a timely manner
* Create and update records ensuring accuracy and validity of information
* Schedule and plan meetings and appointments
* Coordinate with other departments to ensure compliance with established policies
* Perform receptionist duties when needed

Attentive administrative team member organized in managing enquiries and documents. Prompt in handling communications and developing resolutions for diverse concerns. Thorough and detail-oriented in following procedures. Flexible customer service team member focused resolving customer concerns and enquiries. Skilled at accurately documenting call details, preparing reports and organizing documentation.

**Work History:**

## **Education:**

**Bachelor of Science**: Mathematics, Electronics and Computer Science:

SEA College-Bangalore University, Bangalore: June 2012 - May 2015

**Pre-University**: Science (Physics, Chemistry, Mathematics and Biology):

ST. Anne's Pre-University College, Bangalore: June 2010 – Mar 2012

**Skills:**

* Computer Knowledge (MS Office-Word, Excel, Powerpoint, Outlook)
* Public relations
* Time management
* Problem-solving
* Team building
* Communication skills

**Languages:** English, Hindi, Kannada, Telugu