



# Prabhjot Kaur

## Customer Service Executive

### Contact

#### Phone

+971 543505473

#### Email

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#### Address

Al- Mankhool Area, Bur Dubai,  
Dubai

### Education

2020

#### Bachelor's of Arts

Sri Guru Nanak Dev Khalsa College, Delhi  
University, India

### Expertise

- Customer Satisfaction
- Project Management
- Scheduling
- Detailed Oriented
- Data entry
- Strong leadership Skills

### Language

- English
- Hindi
- Punjabi

Experienced and reliable Customer Service Executive with extensive experience providing assistance in a busy call center setting. Strong dedication to helping customers resolve issues and cultivating a positive image of the company. Excel in both team environments and alone. Proven ability to listen attentively, solve problems quickly and efficiently, and create high-quality professional relationships with callers. Fully committed to following company procedures and winning loyal customers.

### Experience

2021- 2022

Concentrix Daksh Services India Limited

Representative, operations and internal job title as Advisor I,  
transaction processing

- Content reviewer of the Youtube videos and provide support to client as well as customers over calls chat and meets.
- Giving floor support to the team.
- Always being a part of client meeting for the improvement of the process.
- To identify the areas of concern and under performance and take corrective actions.
- Able to research and manage highly complicated accounts to provide comprehensive service to customers and assist upper management .

2022-2023

Cognizant Technology Solutions, India Pvt Ltd, Gurgaon

Senior Process Executive

- Works for Google my Business where resolution provided to customers over calls, chats and emails across the globe.
- Providing solutions and escalation of key pain areas to clients where new resolutions need to be provided.
- Train and assist entry - level customer service representative by helping them improve their listening skills, communication and multitasking abilities.
- Contributed to the company's highest quarterly customer satisfaction rate of 92%.
- Research and troubleshoot account discrepancies.
- Collaborate with different departments to meet the needs of the client.
- Tracked and recorded top customer complaints with information about frequency and severity using Excel spreadsheets.

### Hobbies

- Travelling
- Listening Music
- Adventure Activities