



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

Customer Service Executive

DaytoDay Hypermarket LLC (E-Commerce Head Office), Dubai

- 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% satisfaction
- Processed returns and exchanges as per company policy within the given time frame.

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.

Oct 2016 - Jan 2021

Customer Service Associate

Genpact Ltd, Gurgaon

- 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.

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	● ● ● ● ●
Procedure Adherence	● ● ● ● ●

Certification

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

Languages

English	● ● ● ● ●
Hindi	● ● ● ● ●