

ROMIT SONI

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Professional

Summary:-----

Experienced Customer Care Executive bringing three years and four months of applying exceptional customer service, conflict mediation and communication skills to address diverse needs. Smoothly mitigate customer conflicts through calm, level-headed strategies. Responsive and resilient team player with adaptable and resourceful mindset.

SKILLS:-----

- | | |
|--|-------------------------|
| * Persuasive attitude | * MS Office proficiency |
| * Well-organized | * Complaint resolution |
| * Customer-oriented | * Data entry |
| * Excellent problem-solving abilities | * Computer proficient |
| * Customer management procedures knowledge | |
| * International sales support | |

Work History:-----

Sep'18 to Feb'19

Teleperformance (Process: Rebel- U.S.)

Designation: Customer Care Executive (Non-Voice)

Key Accomplishments:

- * Connect with an **Uber** customer from North America and Canada Customer through an Email.
- * Meet the Difficulties of Uber Customer queries.
- * Achieving all types of targets.
- * Report to the ACCM on daily basis.
- * Maintain TPH (Ticket Per Hour).

Jun'17 to Aug'18 RADICALMINDS Technologies Private Limited

Designation:- Subject Matter Expert (Voice- Domestic & International)

Key Accomplishments:

- * Connect with an Indian and Australian merchant and customer of **Zomato** through an outbound calls.
- Handling Merchant dashboard in ODM.
- * Manage and track our associates on daily basis.
- Meet the Difficulties of merchant queries.
- Achieved all types of targets.
- * Handling the higher escalation calls.
- * Mainatain AHT on an every outbound calls.
- * Report to the Assistant Manager on daily basis.

Jun'16 to Feb'17

Robemall Apparels (Little App PROCESS)

Designation:-Customer Support Executive (Voice, Non-Voice)

Key Accomplishments:

- * Connect with the merchant and customer of **Little App** through an inbound calls, outbound calls, chats and emails.
- Handling customer of prepaid of Little App.
- Meet the Difficulties of customer queries.
- Achieved all types of targets.
- Handling Social Media (Twitter, Facebook, Google Play Store and App Store) escalation department.
- * Report to the Team Leader on daily basis.
- * Resolve escalation issues on priority.

Oct'15 to May'16. SERCO BPO (SBI PROCESS)

Designation:- Customer Support Executive (Voice)

Key Accomplishments:

- Connect with the State Bank Of India Customer through an inbound calls.
- Meet in daily service level and Answering level.
- Maintain AHT on daily basis.

EDUCATIONAL QUALIFICATION:-----

2015 System Domain- Malleswaram, Bengaluru, Karnataka, India

- * Completed this course in Advance Diploma In Software Engineering.
- * In this course, it includes computer languages like C and C++.
- * Achieved 65% (Grade B+).

2009 **Chhattisgarh Board Of Secondary Education, Raipur, Chhattisgarh, India**

- * Higher Secondary School (12th Standard)
- * Achieved 51%.
- * Completed this course in Physics, Chemistry and Mathematics.

2006 **Chhattisgarh Board Of Secondary Education, Raipur, Chhattisgarh, India**

- * High School (10th Standard)
- * Achieved 52%.
- * Completed this course in all subjects.

Cerifications:-----

- * Microsoft Certified Application Specialist (MCAS)
- * Best Employee of the Month (Oct'16, Dec'17, March'18, April'18 and Jan'18).
- * Continuously top from eight months in AHT.
- * Received Wow and Excellence award.
- * Best Performer of the team.

Regards

Romit Soni