

Reba Rosemary Biswas

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Summary

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.

Knowledgeable and dedicated customer service professional with extensive experience in Customer Service industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

Experience

Teleperformance | Bengaluru, Karnataka **Customer Service Representative | 08/2022 – Present**

- Handled customer inquiries, answered questions, and resolved problems in a timely manner
- Developed and trained 1st month new customer service representatives on the proper handling of customer inquiries
- Created a new customer database by entering customer information into a database

Burman Hospitality. Taco Bell | Bengaluru, Karnataka **Team Member | 07/2022 - 08/2022**

- Worked with departments across the company, including marketing and project management, in developing new ideas, initiatives, products, and services
- Continually updated a leadership resume and honed skills by participating in various management trainings
- Provided customer service and was involved in training one-month new team members each month

Xplore Technologies | Kolkata, West Bengal **Customer Service Representative | 04/2021 - 06/2022**

- Handled customer inquiries, answered questions, and resolved problems in a timely manner
- Kept accurate records of all interactions, including customer names, addresses, phone numbers, credit card information, and product sales
- Created a new customer database by entering customer information into a database

