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

 Developed and trained 15th month new customer service representatives on the proper handling of customer inquiries

Exide Life | Kolkata, West Bengal TELE CALLER | 01/2021 - 04/2021

- Executed company policies, procedures, and safety standards to ensure the proper cleanliness and safety of the office and equipment
- Worked with departments across the company, including marketing and project management, in developing new ideas, initiatives, products, and services
- Originated and cultivated strong relationships with prospective clients by strategizing aggressive outbound calling campaigns.

Skills

- Computer skills
- Communication skills
- Microsoft excels
- Time management
- Microsoft word
- Microsoft office
- English
- Typing

- Customer Services,
- Customer Experience,
- Inbound, Outbound and Chat
- Excellent team player
- Hardworking and quick learner
- Strong communication and reasoning skills

Education

- Loreto Day School Sealdah | Kolkata. India Academy School | 04/2018
- The National Institute of Open Schooling | Kolkata. India High School Diploma | 04/2022

Languages	
English	Hindi
Bilingual or Proficient (C2)	Bilingual or Proficient (C2)

Certificates

• MS OFFICE & TALLY training program. Grade B+. 30/03/2020