

Ankita Samanta



Profession

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. Diligent customer care executive with experience managing phone, online and consultative communications with customers. Proactively identified opportunities and built strong relationships with current and prospective customers. Consistently exceeded customer support and service expectations by resolving issues quickly. Passionate about promoting lasting customer satisfaction by delivering quality service and unparalleled support. Proficient in customer service best practices and related options. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

Contact

Address

Kolkata, India 700040

Phone

+916289741711

E-mail

ankita971998@gmail.com

Skills

Multi-line phone talent ●●●●●

Documentation and notes ●●●●○

Issue escalation ●●●●●

Relationship building ●●●●○

Complaint resolution ●●●●●

Languages

English ●●●●●○
Advanced (C1)

Bengali ●●●●●●
Bilingual or Proficient (C2)

Hindi ●●●○○○
Intermediate (B1)

Work History

2022-04 -

2023-02

Customer Service Executive

Bello Vista, Kolkata

- Provided company information and policies to customers upon inquiry and answered questions via phone, email, or online chat.
- Described product and service details to customers to provide information on benefits and advantages.
- Escalated critical customer issues to supervisor immediately to avoid lost revenue and canceled policies.
- Resolved customer billing errors by researching issues in system, asking open-ended questions, and determining root causes of problems.
- Informed customers of upcoming promotions and deals to boost sales.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Responded to customer requests for products, services, and company information.
- Answered constant flow of customer calls with minimal wait times.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.

2019-09 -

2021-12

Receptionist

Health Care Diagnostic, Kolkata

- Answered phone promptly and directed incoming calls to correct offices.
- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Responded to inquiries from callers seeking information.
- Resolved customer problems and complaints.
- Managed multiple tasks and met time-sensitive deadlines.
- Handled cash transactions and maintained sales and payments records accurately.
- Welcomed customers with friendly greeting, answered general questions, gathered nature of visit and directed to specific offices.
- Balanced employee availability, customer schedules, and maximum load levels when scheduling appointments.