

AMANJOT KAUR

CONTACT

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EDUCATION

August 2021

Bachelor of Business
Administration

Himalayan Garhwal University,
Pauri Garhwal

May 2018

Senior Secondary Education

**Swami Ganga Giri Janta Girls
College**, Ludhiana

May 2016

Matriculation

Tagore Modern School, Ludhiana

PROFESSIONAL SUMMARY

Driven Customer Service Representative with a proven track record at B.K Jewellers, adept in complaint resolution and data entry. Excelled in enhancing customer satisfaction through effective communication and meticulous organization. Skilled in leveraging product knowledge to address inquiries, achieving a significant improvement in customer feedback and operational efficiency.

SKILLS

- Complaint resolution
- Appointment Scheduling
- Product Knowledge
- Data Entry
- Scheduling

WORK HISTORY

September 2021 - Current

Customer Service Representative, B.K Jewellers, Jagraon

- Respond to customer calls and emails to answer questions about products and services.
- Answer customer questions about product availability and shipment times.
- Collect customer feedback and made process changes to exceed customer satisfaction goals.
- Organize and schedule customer orders to appropriate departments.
- Gather and verify data from customers to promote marketing initiatives.
- Maintain clean and organize work environment to maintain customer safety.
- Develop and update databases to handle customer data.