**RESHMA BANGYENAWAR**

Pune, India 411057 7887769540 rbangyanavar@gmail.com

**Summary**

Enthusiastic and Knowledgeable Customer Service Representative with proven track record of exceeding client expectations. Looking to implement exceptional communication, sales, technical support and organizational skills as per Customer Care Representative.

**Highlights**

* Live chat software: Live person
* Type 80 WMP
* Customer focused Empathy
* Professional and friendly
* Careful and active listener
* Multi-tasking
* Active listening skills
* Troubleshooting proficiency
* Computer proficiency
* Creative Problem Solving
* Excellent Grammar
* Internet Research
* Phone & Chat Skills
* Time Management
* Customer Service Expert
* Telecommunication Skills
* MS Office proficiency

**Accomplishments**

Customer Assistance

* Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime as needed.

Customer Service

* Researched, calmed and rapidly resolved client conflicts to prevent loss of business Sales.
* Consistently generated additional revenue through skilled sales techniques.
* Managed chat flow with up to consecutive chats in queue.

**Experience**

**Chat Support Representative,**  01/2022 to 04/2024

**OLX Autos – Gurgaon**

* Provided accurate and appropriate information in response to customer inquiries.
* Addressed customer service inquiries in a timely and accurate fashion. Properly directed inbound chats ques to improve call flow.

**Education**

**SSC** : Completed at 2013

**Shrimati Sundarabai Dadage Girls Highschool -** Sangli

**HSC :** Completed at 2015

**Shrimati Kasturba Walachand College –** Sangli

**Bachelor Of Arts :** Psychology, Completed at 04/2018

**Shrimati Kasturba Walachand College –** Sangli

**Master Of Arts :** Psychology, Completed at 04/2021

**Shivaji University –** Kolhapur

**Skills**

* Live chat software: Live person
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* Excellent Grammar
* Internet Research
* Phone & Chat Skills
* Time Management

 **Additional Information**

 Name :  Reshma Bangyenawar
 Date of Birth :  17 Jan 1998
Gender   :  Female
Marital Status :  Married
Nationality :  Indian
Religion   :  Hindu
Languages Known :  Marathi, Kannada, Hindi, English

**Declaration:**
I hereby declare that the details furnished above are true to the best of my knowledge.

**DATE :
PLACE   :**  Pune

RESHMA BANGYANAVAR