

ANOOP S BABU

No.03, 8th cross, hosapalya, hsr layout, Bengaluru, India 560068

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SUMMARY

Polite and professional person with strong communication and multitasking skills. Experienced in resolving customer complaints within company guidelines and using own initiative. Implements customer follow-up to uphold service standards and guarantee customer satisfaction.

Passionate about promoting lasting customer satisfaction by delivering quality service and unparalleled support. Proficient in customer service best practices and related options.

WORK HISTORY

Customer support associate, 02/2023 - 02/2024

CP360 India Private Limited - Bengaluru, Karnataka

- Assisted customers with varying questions using product knowledge and service expertise.
- Answered customer telephone calls promptly and improved on-hold wait times.
- Provided warm, positive customer care from arrival to departure, encouraging return visits and repeat spending.
- Adhered strictly to policies and procedures for continued company compliance.

Admin Executive, 09/2021 - 07/2022

Mikro Grafeo Services Private Limited - Bengaluru, Karnataka

- Facilitated board-level discussions to align corporate strategy with investor expectations for sustained financial success.
- Maintained smooth operations through careful management of office workflow and administrative processes.
- Directed cross-functional teams to execute high-impact projects for timely delivery, exceeding stakeholder expectations.

Customer care executive, 06/2019 - 09/2021

Home Credit India Finance Private Limited - Bengaluru, Karnataka

- Resolved complaints by ensuring appropriate and timely compensation, boosting customer satisfaction levels.
- Supported continuous improvement initiatives, collecting customer feedback to inform future business processes.

SKILLS

- Customer experience
- Office 365 usage
- Customer retention
- Customer care
- Record maintenance
- Data confidentiality
- Advanced product knowledge
- Dispute resolution
- Brand awareness and representation
- Data verification procedures
- Microsoft Office Suite

EDUCATION

Plus two: Science, 06/2009

SVRVNSS High School - Kodungoor, Kottayam

SSLC, 03/2007

GOVT H S VAZHOOR - Kodungoor, Kerala

LANGUAGES

English

Fluent