

Vishal Soni

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Objective

Highly motivated and customer-focused professional seeking a challenging role in a one-year international BPO. With excellent communication skills and a proven track record in providing exceptional customer service, I aim to contribute my expertise to enhance customer satisfaction and drive business success.

Experience

- Process Associate
IGT Solutions.
Blended Process

14-Jun'2022 - 20-Jul'2023

Skills

100%

*Excellent verbal and written communication skills in English. *Proficient in using CRM systems and call center software. *Strong problem-solving and analytical abilities. *Ability to work under pressure and meet tight deadlines.

*Adaptability and willingness to work in a dynamic and fast-paced environment.

*Cultural sensitivity and experience in dealing with customers from diverse backgrounds.

Activities

- *Interacted with international customers over phone, email to address inquiries, resolve issues, and provide product information. *Achieved and consistently maintained a customer satisfaction rating of 95% through effective communication and problem-solving skills. *Handled escalated customer complaints with tact and diplomacy, turning negative experiences into positive ones. Collaborated with cross-functional teams to improve customer service processes, resulting in a 20% reduction in average handling time. *Assisted in training and onboarding new team

members, ensuring their seamless integration into the company's customer service standards.

Education

- 12th M.P. Board. 2016
Siddharth Morden Higher Secondary School
- 10th M.P. Board. 2013
Siddharth Morden Higher Secondary School

Interests

- Listen Music, Play Pubg, Mountain Lover.

Languages

- English (fluent), Hindi.