



# priyanka shome

Client Service Manager



An accomplished client service expert with 8 years of insightful experience in working with a large multi-national corporation, majorly handling end-to-end client servicing processes, project management and team handling.

## PERSONAL INFORMATION

- Email**  
priyanka.shome09@gmail.com
- Mobile**  
(+91) 8826372336
- Total work experience**  
8 Years 0 Month

## TECHNICAL SKILLS

- Corejava
- C++

## KEY SKILLS

- Client Servicing
- presentation skills
- leadership qualities
- awarded the excellence award.
- floor management
- Training Manager
- Product Training
- Project Management

## OTHER PERSONAL DETAILS

## PROFILE SUMMARY

An accomplished client and customer service expert with 8 years of insightful experience in working with a large multi-national corporation, majorly handling end-to-end client servicing processes, product training, product / service delivery operations, vendor Management, and Training & Development. Well-versed in implementing strategic management frameworks to achieve pre-defined organizational objectives in terms of creating training module, conducting training to a mass of people (100+), customer satisfaction, and market share, currently exploring challenging opportunities to utilize a wide array of skills and deliver outstanding results.

## EDUCATION

- 2013 B.Sc  
**Amity University**
- 2010 XIIth  
**English**
- 2008 Xth  
**English**

## WORK EXPERIENCE

- Jul 2023 - Present  
Client Service Manager  
**Ramagya Group**  
Handling Corporate Clients, Educating them about our services and helping them in getting the same
- Jul 2023 - Jul 2023  
Client Service Manager  
**Ramagya Group**
- Apr 2021 - Jul 2023  
Manager  
**Netscribes**

City Noida

Country INDIA

## LANGUAGES

- english
- bengali
- hindi
- french

Apr 2021 - Jul 2023

Client Service Manager

### Netscribes

I handle an international client where I have to understand the requirement and pass the same to the team by training them on it and getting it accomplished. its a seller support process wherein I have 25 Key Account Managers under me. I also provide trainings to new joinee.

Sep 2018 - Apr 2021

Deputy Manager

### InfoEdge Technologies

Sep 2018 - Jan 2020

Deputy Manager

### Infoedge Solutions

I am working here as a Deputy Manager of the Client Servicing team, taking care of the training part along with servicing the accounts.

Dec 2017 - Sep 2018

Senior Client Relationship Executive

### Monster.com

Client Servicing

Oct 2013 - Aug 2017

Process Associate

### BRITISH COUNCIL

Handling emails, answering live chat, mentoring team. Client servicing, assisting clients in regards to usage of portal.

## Projects

334 Days

### Ecommerce

Client Handling, understanding the project requirement and implementing the same through the team. Managing the work flow to meet the SLA

607 Days

### Ecommerce

Its a seller support project, taking down client expectations creating a work flow and implementing that through my team. Team management, quality analysis, WBR and QBR

## COURSES & CERTIFICATIONS

- java
- c++
- c
- Chat Gpt & AI Hacks