

# SHIVANGI SHUKLA

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## CUSTOMER RELATION ASSOCIATE

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### CONTACT

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9555970312

[Shuklashivangi7081@gmail.com](mailto:Shuklashivangi7081@gmail.com)

### SKILLS

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Clear Communication

Adaptability and Flexibility

Leadership

Active listening and empathetic

Customer relation management

Customer retention

### EDUCATION

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Subharti University, Meerut

**2020-2022**

Masters in English Literature

CSJM University, Kanpur

**2016-2019**

Bachelors in commerce

### SUMMARY

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Skilled customer service professional with 1+ year of successful client services, management and leadership experience. Dedicated to enhancing the customer experience with reliable product education, timely assistance, helpful feedback and respectful conflict management response. Passionate about creating organizational success and enhancing brand replication to serving customers in a truly enthusiastic and memorable way.

### EXPERIENCE

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Customer Service Representative

**Kognics - May 2023-May 2024**

- Experienced Customer Service Representative with a proven track record of providing exceptional service and support to customers across various industries.
- Adept at handling a high volume of customer inquiries via phone, email and meeting sessions, while maintaining a positive and professional demeanor.
- Skilled in resolving issues, answering product-related questions and committed to improving customer satisfaction and loyalty through prompt service and effective problem-solving.
- Capable of managing and diffusing difficult customer situations with tact and diplomacy.
- Demonstrates strong organizational skills, attention to detail, and the ability to multitask in a fast-paced environment.
- Eager to contribute to a dynamic team and further enhance the customer service experience.