

# PALAK SETH

## Customer Service Associate

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https://www.linkedin.com/in/palak-seth-30034227a Delhi

**Current Address :-** Dindayal Appartments, Maidan Garhi,  
New Delhi-110068

## SUMMARY

Devoted Customer Service associate with 3.8 years of experience in telecommunications and retail. Skilled in project management, increasing sales and providing honest performance reviews.

## EDUCATION

High School Diploma	2013
St andrews sr sec school	Agra
Intermediate	2015
St, andrews sr sec school	Location
Bachelor of Business Administration	2016 - 2018
Dr bhim rao ambedkar university agra	Agra

## EXPERIENCE

Senior Associate	02/2023 - 10/2023
Cognizant Technology Solutions	Gurugram
Cognizant helps companies modernize technology, reimagine processes and transform ...Cognizant in India.	
<ul style="list-style-type: none"><li>Rated #1 in customer service</li><li>The Cognizant Foundation commits \$100 Million to support STEM training and education across the US.</li></ul>	
Senior Associate	09/2021 - 12/2022
Infosys BPM	Gurugram
Infosys BPM, the business process management (BPM) subsidiary of Infosys Limited, provides end-to-end transformative Digital BPM services for global	
<ul style="list-style-type: none"><li>Provided exceptional customer service keeping less than a 10% cancellation rate</li><li>Maintained a 99 % customer service fill rate</li><li>Increased customer satisfaction with 25%</li></ul>	
Customer Service Representative	04/2019 - 08/2021
Concentrix	Gurugram
Concentrix creates game-changing customer journeys that help brands grow, across the world and into the future.	
<ul style="list-style-type: none"><li>Increased customer base by 8% providing superior customer service</li><li>Achieved a higher customer service rating by 15% than expected in the first year</li><li>Fielded an average of 100 customer service calls per day</li><li>Earned highest individual customer service survey results-top 10% nationally</li></ul>	

## STRENGTHS

- Management**  
Good at solving organizational issues whole managing tasks and staff.
- Honesty**  
Honesty towards the work or the project by giving the best.
- Customer service**  
Providing good customer service means being a reliable partner to your customers—it goes beyond helping them troubleshoot, use, and make informed decisions about your product.

## SKILLS

Communication leadership  
Customer service Active listening  
Adapability time management



## INDUSTRY EXPERTISE

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Leadership



Customer service



Interpersonal Skills

