



Jyoti Pandey

Customer Support Officers

"Dynamic and results-oriented customer service professional with a proven track record of exceeding customer expectations. Seeking to leverage strong communication skills, attention to detail, and a passion for problem-solving in a challenging customer service role at Adroit Synergies Pvt. Ltd, where I can contribute to enhancing customer satisfaction and loyalty."

Contact

Phone

7827845537

Email

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Address

Delhi, 110094

Education

2019

Bachelor in Commerce

Delhi University

Expertise

- Communication skills
- Problem-solving skills
- Data Analysis
- Excel
- Teamwork

Language

English

Hindi

Experience

○ 2023 - 2024

Adroit Synergies Pvt. Ltd ,Noida

Customer Support Executive

- Addressing customer inquiries, concerns, and grievances across multiple communication channels such as telephone, email, live chat, or social media.
- Delivering prompt and accurate information to ensure the utmost customer satisfaction.
- Investigating and resolving customer issues or complaints by diligently identifying the underlying cause, presenting suitable solutions, and following up to ensure a successful resolution.
- Comprehensive product or service knowledge, including detailed features, pricing, availability, and relevant policies or procedures, enables customers to make well-informed decisions.

○ 2017 - 2019

Green Valley School, VASANT KUNJ

Teacher

- Enhance learning abilities and good habits in children.
- Communicate with parents about students' progress and development.
- Maintain classroom records, cleanliness and orderliness.
- Ensure safe learning environment in the classroom.
- Inculcate healthy habits and discipline in children.
- Plan, develop and implement appropriate curriculum.
- Maintain regular communication with parents and staff regarding students' progress.
- Assist and support other teaching staff in implementing daily programs.