

# G S ABHI



## CONTACT

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## OBJECTIVE

I Pride myself on doing the best possible work every time and committed to ensure business to a growing level. Aspiring to reach a position of eminence in the organization through hardwork and technical knowledge to grow along with the organization.

## SKILLS

- Excellent Communication skills
- Problem solving and conflict resolution
- Customer Relationship management
- Multitasking and time management
- Active learning and listening
- Team Collaboration
- Stress management and patience
- Critical thinking

## LANGUAGE

- ✓ English
- ✓ Hindi
- ✓ Malayalam

## EXPERIENCE

### ■ IENERGIZER (Hyundai)

customer service executive

#### WORK EXPERIENCE

### ■ IENERGIZER (Hyundai)

Customer Service Executive

AUG 2023 SEP 2024

•Handled and resolved complex customer escalations, ensuring customer satisfaction with efficient solutions.

• Excellent Communication

#### Skills

Problem-Solving & Conflict Resolution

• Customer Relationship

•Management (CRM)

Multitasking & Time

Management

• Active Listening & Empathy

Team Collaboration

• Stress Management &

Patience

•Investigated customer complaints and provided timely and accurate responses, minimizing resolution time.

• Delivered high-quality customer service through strong problem- solving and rebuttal strategies.

•Collaborated with cross-functional teams to address customer concerns, ensuring comprehensive issue resolution.

Demonstrated exceptional communication skills, effectively managing customer expectations and needs.

. Managed high call volumes while maintaining service quality and meeting performance targets Provided

## EDUCATION

### DELHI UNIVERSITY (SOL)

2023

BA ENGLISH (HONS)

### KERALA STATE BOARD

2021-2023

12th

### KERALA EDUCATION SOCIETY SENIOR SECONDARY SCHOOL CANNING ROAD NEW DELHI

2019-2020

10th CBSE

## HOBBIES

Traveling

Cricket and football

Music and movies

## DECLARATION

"I here by declare that all statements informations mentioned above is true to my knowledge and belief." I understand that any discrepancy in the information will lead to cancellation of my candidature/debarment at any time.