

# Lohith Pole

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Customer Service Ex

## Contact

### Address

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## Skills

Customer/Client relations

Excellent

Client Services

Excellent

Customer services

Excellent

Point of sale operation

Average

Microsoft applications proficiency

Excellent

Key holder experience

Excellent

Report preparation

Dedicated Aegis Co ( Hire right ) professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

Ambitious, career-focused job seeker, anxious to obtain an entry-level position Senior Executive o help launch career while achieving company goals.

## Work History

2019-10 -

### Senior Customer Executive ( Client Services )

2021-08

*Aegis India , Bangalore , Karnataka*

\* Received Inbound inquirers And Dispatch From customer And Internal Department

\*direct ownership of customer issues and concerns.

\*Provide Excellent Customer Service with first Call Resolution And Accurate information While keeping a professional

\*Meet Standards For Call Volume , Wrap time , And talk time schedules

\*Assist Internal Departments with Manual Tasks , Special Projects to ensure that Time Customer Expectations And Objectives

\*Follow up on Customer inquires to make Sure they Are resolved in a timely manner

- Managed team of 2 employees, overseeing hiring, training, and professional growth of employees

2018-06 -

### Customer Executive

2019-08

*Transact Global , Bangalore , Karnataka*

- Proactively upsold products or services and introduced extended warranty options to customers.
- Tracked results of various promotional campaigns by gathering feedback from customers and recommended areas of improvement.
- Submitted reports to management outlining calls made, queries received and issues resolved and uploaded KPI reports into Service
- Transferred calls to relevant department for further assistance.

- Established and monitored customer service standards by employing recognized and comprehensive benchmarks.
- Described product and service details to customers to provide information on benefits and advantages.
- Audited customer support procedures and collaborated regionally to promote standardization across offices.
- Directed Hireright Process across 4 departments

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## Education

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2015-02 - 2018-06	<b>BBA: Business</b> <i>Alvas College - Bangalore</i>
2014-06 - 2015-11	<b>GED</b> <i>Deeksha PU College - Bangalore</i>