

JOAN NOBLE

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Location: Dubai



SUMMARY

Experienced professional in Customer Service - exhibits a professional and excellent communication and interpersonal skills.

PROFESSIONAL EXPERIENCE

Customer Service operations (October 2020 to December 2021)

Stratosphere IT Services Pvt Ltd, Bangalore, India

- Escalating queries and concerns
- Troubleshooting common issues with a product or service
- Working with a team of CSRs and other departments to find appropriate solutions
- Documentation process of customers' data.
- Identifying and assessing customers' needs to achieve satisfaction.
- Building sustainable relationships and trust with customer accounts through open and interactive communication.

Quality Analyst & Customer Operations (July 2017 to September 2020)

Lemon Peak, Chennai, India

- Providing introductory information to new customers
- Record details of inquiries, comments and complaints
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers
- Letting customers or clients know about additional products or services
- Determining the quickest, most effective ways to answer a client's or customer's questions
- Following up with clients or customers to check that they're still satisfied with any purchases

Sr. Customer Service Associate (February 2015 to February 2017)

First Source Solution Ltd., Bangalore, India

- Maintaining business relationships with clients by providing prompt and accurate services.
- Mentoring or directing junior team members and providing training on best practices.
- Assisting the Customer Service Representative (CSR) with difficult cases.
- Ensuring delivery of excellent customer service through fast and accurate processing of orders, communication, and coordinating with other departments to resolve inquiries.
- Maintaining the quality of service as required by the client and working on continuous performance improvement to offer best quality services to the client

Management Trainee (August 2013 to January 2015)
Esteem Lumbers Pvt Ltd., Chennai, India

- Organizing workflow to meet customer timeframes
- Directing requests and unresolved issues to the designated resource
- Managing customers' accounts
- Preparing and distributing customer activity reports
- Receiving and placing customer service telephone calls
- Data entry and research as required to troubleshoot customer problems

QUALIFICATIONS:

- Master's in social work (MSW) - Hindustan College of Arts & Science – (2011 - 2013)
- Bachelor of Social Work (BSW) - Madras Christian College (2008 – 2011)

SKILLS

- Microsoft Office Tools
- Customer Service
- Grievance Handling
- Adaptability.
- Ability to Use Positive Language.
- Taking Responsibility.
- Patience.

Personal Information

Nationality : Indian
Language : English, Tamil
Passport No : V3562067 (INDIAN)
Visa Status : Visit Visa
Expiry : 15th April 2022