



PRIYANKA TELI

HYDERABAD, INDIA 500017 8880351726

priyankatelli721@gmail.com [Bold Profile](#)

WEBSITES, PORTFOLIOS, PROFILES

- priyankateli721@gmail.com

PROFESSIONAL SUMMARY

Proven Customer Care Executive at CONNEQT BUSINESS SOLUTIONS LTD, adept in leveraging strong communication skills and technical proficiency with CRM tools to enhance customer satisfaction. Demonstrated ability to resolve complex Issues, leading to a significant Improvement In customer service metrics. Excelled in team collaboration and problem-solving, ensuring high-quality customer support.

SKILLS

Strong Communication Skills:
Proficient in written communication, ensuring clarity and professionalism in all customer interactions.

Technical Proficiency: Familiar with CRM tools and chat support platforms, with the ability to quickly adapt to new systems.

Empathy & Patience:dept at understanding customer concerns and addressing them with patience and empathy.

Problem-Solving Abilities: Skilled at analyzing issues and providing effective solutions in a timely manner.

Time Management: Capable of handling multiple queries simultaneously while maintaining quality standards.

WORK HISTORY

CUSTOMER CARE EXECUTIVE

04/2024 to CURRENT

CONNEQT BUSINESS SOLUTIONS LTD | HYDERABAD

- Addressed customer questions and concerns regarding products and services
- Maintained detailed records of customer interactions, feedback, and resolutions in CRM software
- Provided detailed product and service information to customers, enhancing customer understanding and satisfaction
- Remained calm and professional in stressful circumstances and effectively diffused tense situations
- Investigated customer complaints and provided solutions within acceptable time frames

- Evaluated individual and team business performance and identified opportunities for improvement
- Developed and maintained relationships with customers to ensure their satisfaction
- Enhanced customer satisfaction by resolving inquiries effectively and efficiently.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Contributed to company growth by retaining valuable clients through effective communication and problem-solving skills.

EDUCATION

Bachelor Of Engineering *08/2019 to 05/2023*

Basaveshwara Engineering College, Bagalkot Karnataka India

Intermediate Certificate | SCIENCE *06/2017 to 05/2019*

Vagdevi PU Science College, Bagalkot Karnataka India

SSLC | 10TH *06/2016 to 05/2017*

Basaveshwara English Medium High School, Bagalkot Karnataka India

LANGUAGES

Hindi

English