

# Jancy Varghese

## Customer Service Representative

Dubai, United Arab Emirates +971569257236 jancyvarghese97@gmail.com

### **PROFESSIONAL SUMMARY**

Dedicated customer service professional with over two years of experience excelling in client relations and problem resolution within fast-paced environments. Proficient in time management, conflict resolution, and technical troubleshooting. Possesses a solid foundation in programming and networking concepts.

### **SKILLS & LANGUAGES**

#### **Core Customer Service**

Time Management, Communication Skills, Problem Solving, Conflict Resolution, Active Listening, CRM Systems, Customer Loyalty Building, Quality Standards Adherence.

#### **Technical & IT**

C Programming, C++ Programming, Java Development, HTML and CSS, JavaScript Programming, Windows Operating Systems, Cisco Networking Devices, IP Addressing (IPv4 and IPv6), WAN Technologies, Technical Troubleshooting.

#### **Languages**

English (Fluent), Malayalam (Native)

### **PROFESSIONAL EXPERIENCE**

#### **Customer Support Associate**

##### **Tech Mahindra Limited | Hyderabad, Telangana 03/2022 – 09/2023**

- Managed a high volume of customer inquiries across phone, email, and chat channels, ensuring timely and professional service delivery.
- Resolved customer complaints with empathy, accuracy, and efficiency, consistently meeting or exceeding resolution KPIs.
- Increased customer satisfaction scores (CSAT) by effectively communicating detailed product and service information and troubleshooting guides.
- Maintained detailed and accurate records of all customer interactions and resolutions using CRM systems.

- Escalated unresolved technical issues to appropriate Tier 2 departments, ensuring diligent follow through and loop closure with the customer.
- Utilized internal tracking systems to document resolutions, monitor issue status, and manage required follow up actions.

### **Customer Service Advisor**

#### **Q CONNEQT Business Solutions Limited | Pune, Maharashtra 01/2021 – 10/2021**

- Successfully escalated tense customer situations by utilizing demonstrated active listening and expert conflict resolution skills.
- Streamlined service efficiency by developing a customer feedback system used to analyze recurring service trends and implement proactive process improvements.
- Built and maintained customer loyalty through consistently attentive service and accurate, first-call issue resolution.
- Collaborated with cross-functional teams to identify bottlenecks and streamline overall customer service operations.
- Worked effectively in a high-pressure, fast-paced environment managing high daily call volumes while maintaining a positive and professional demeanor.

### **Education**

#### **Bachelor of Engineering in Computer Science and Engineering**

Anna University, Tamil Nadu 06/2014 – 05/2018

- CGPA: 7.25

#### **HSE**

Govt HSS Punalur, Kerala 08/2012 – 06/2014

- Percentage: 73%

#### **SSLC**

MMHS Vilakkudy, Kerala 04/2010 – 06/2011

- Percentage: 84%