



Khushbu Tarachandani

Customer Service

I seek a role that provides opportunities for learning and growth while allowing me to apply my skills for mutual benefit. With over 7 years of experience in customer service, I excel in conflict resolution, time management, and sales. I am dedicated to fostering customer satisfaction and loyalty, and I thrive in challenging environments as a personable, solution-oriented team player. I'm eager to contribute to a dynamic organization and collaborate with committed individuals to drive success and innovation.

Contact

Phone

+971559687079

Email

khushitara88@yahoo.com

Visa Status

Sponsored Visa

Linkedin Link

www.linkedin.com/in/khushbu-tarachandani

Education

08/2015

Bcom Commerce

Tj Patel. Gujarat University ,Nadiad,
Gujarat, India

01/2012

HSCE, SSCE

ST Anne's high school

SKILLS

- Problem Solving
- Excellent documentation and follow-up skills
- Communication skill
- MS Office
- Good team player

Language

English

Hindi

Gujarati

Experience

Mar -Sep 2024

Phoenix One Tourism I Dubai, UAE

Customer Service Representative

- Sell transportation, lodging, and admission to entertainment activities to individuals and groups planning trips.
- Coordinating with operators and customers, taking care of every detail to create itineraries that suit the need.
- Advise clients about options for travel in accordance with stated objectives.
- Establish and maintain relationships with customers.

May 2023-Jan 2024

Samsung Customer Care (INDIA)

Customer Service Representative (Back Office)

Join Samsung Care as a Customer Service Representative and deliver exceptional support to our customers via phone, email, and chat.

- Respond to customer inquiries and resolve issues in a timely and professional manner
- Provide accurate information on Samsung products and services
- Document customer interactions and maintain up-to-date knowledge of Samsung products and policies

2016 Jan - Nov 2022

Rayna Tours & Travels I Dubai, UAE

Customer Service Representative Cum Travel Consultant

- Planning and arranging transfers, accommodations, insurance and other travel services
- Understanding client's requirements and Handling queries suggesting appropriate destination, modes of transfers, travel dates, visas, costs and Accommodation
- Providing appropriate brochures, publications and guidance to Travelers
- Managing client's feedback, complaints and refunds
- Stay updated with new trends in Tourism Hospitality and about the Current Market
- meet sales targets and update marketing data and client files
- Cold calling all Guests, Keep track of their Stay and introducing new tours
- Assisted in training new members of staff.
- Assisted customers with product-related questions, feedback and complaints.

2014- 2016

PM & Co. Private Ltd. I India,

Data entry & Ecommerce Executive

- Monitoring day-to-day activity on all websites
- Making sure Physical inventory matches Online inventory Executing Market Research to ensure product listing & pricing is competitive
- Managing customer-user experience to ensure an overall smooth transactions

- Providing full customer support for all sales inquiries Liaising with courier companies to ensure fastdeliveries
- Working closely with Social Media team to increase website traffic and sales • Accounting data entry Into Tally ERP 9.

Reference

Excellent references available on request.