



DASWANT BEHWAL

Senior Executive - Customer Support

PROFILE

Senior executive at customer service with a dedication to giving excellent service. Experience working in customer service department for the past 8 years. Good communication skills when answering questions and dealing with customer concerns. Excellent problem-solving ability that helps resolve customer issues satisfactorily. Strong leadership skills that help customer service representatives on the teamwork toward specific goals and to a high standard of quality.

CONTACT

Phone: (+91) 9987431195
Email: jash.bahal@gmail.com
Address: Mumbai, Maharashtra, India.
Passport No: B9785765

SKILLS

Good verbal and written communication skills in English • Strong organization skill • Knowledge of CRM • Excellent time management skills • Conflict management • Public speaking • Energetic and able to work under pressure, and independent.

HOBBIES

Playing Cricket
Listening Music
Travel

WORK EXPERIENCE

Nykaa Fashion E-Retail Private Limited, Senior Executive -Customer Service.

March 21,2022 – Present

Oversee the customer service return department of about 15 employees for the Nykaa Fashion Private Limited and review customer service standards with employees periodically to help achieve more successful customer service interactions and solutions.

Have a 98 percent resolution rate with the department by managing calls appropriately, stepping in when needed and escalating situations at times to upper management.

Teleperformance Global Service Private Limited, Customer Support Executive.

April 25,2019 – February 04,2022

I used to call customers of Abu Dhabi Islamic Bank to collect overdue monthly payments and, if requested, help arrange postponement plans so they could avoid negatively impacting their credit history. I would create settlement and restructuring plans for their cards and financing based on their eligibility.

Awarded the Employee of the month twice for constantly performing the excellent work.

ANI Technologies Private Limited (Ola Cabs), Customer Support Executive.

October 06,2017 – March 08,2019

Respond to incoming and outgoing calls from Ola cabs clients and partners and provide appropriate solutions based on the situation and assist customers in understanding about their cab information, bill fees and account enquiries.

Record details of inquiries, comments, complaints, and actions taken.

Intelnet Global Service Private Limited, Customer Support Executive.

September 22,2016 – August 31,2017

Respond to incoming calls and resolve customer queries, requests, and complaints.

Help customers understand their monthly invoices and taxes, account queries, payment mode and service promotions.

EDUCATION

- ❖ Graduation B.Sc. completed in 2016 from the Mumbai university.
- ❖ HSC completed in 2013 from the Maharashtra Board.