



Ramkalpana9929@gmail.com

0564350538

R. KALPANA

PROFESSIONAL EXPERIENCE

PROFILE SUMMARY

Dedicated and detail-oriented Junior Contact Centre Associate with a strong foundation in customer service and administrative support and cashiering, and sales. Skilled in handling customer inquiries, providing timely solutions, and maintaining a positive brand image. Adept at managing administrative tasks, coordinating with teams, and utilizing CRM tools to enhance customer experience. Known for a professional, approachable demeanor and strong problem-solving skills, with a commitment to delivering high-quality service in fast-paced environments, offering suitable solutions, and driving sales in a retail setting. Known for accuracy in cash handling, strong communication, and a positive, customer-focused approach. Ready to contribute to team success and enhance customer experience across multiple channels.

PERSONAL INFORMATION

Date of Birth : 29/10/1999

Nationality : Sri Lankan

Marital Status : Unmarried

Visa Status : Visit Visa

EDUCATION

1.HND (Pearson University UK)

Higher national Diploma Business in management 2024 - Present

2.HRM (The open university of

Colombo, Sri Lanka) Human Resources Management 2023 – 2023

3.GCE Advanced Level 2016 -2018

4.GCE Ordinary LEVEL 2015-2015

SENIOR CUSTOMER SERVICE ADMINISTRATION Nov 2021 – Oct 2024 American Premium Water System PVT LTD

- Handling Complex Inquiries: Addressing more challenging customer issues that require advanced problem-solving skills, and Mentoring: Training and supporting junior agents, providing guidance on best practices and company policies.
- Quality Assurance: Monitoring calls or interactions to ensure high standards of customer service and compliance, and Performance Analysis: Analyzing metrics and feedback to identify areas for improvement in team performance.
- Escalation Management: Managing escalated customer issues and resolving conflicts effectively, and Process Improvement: Contributing to the development of strategies and processes to enhance efficiency and customer satisfaction.
- Reporting: Generating reports on team performance, customer feedback, monthly report, products inquiry follows up and service trends, and lead a team of contact center agents, managing daily operations to ensure exceptional customer service delivery.
- Develop and implement training programs for new hires and ongoing training for existing staff, improving service quality and reducing call handling time.
- Analyze performance metrics and customer feedback to identify trends and implement strategies for process improvement, resulting in increase in customer satisfaction scores.
- Handle escalated customer inquiries and complaints, providing effective resolutions and maintaining positive customer relationships.
- Collaborate with cross-functional teams to enhance service delivery and product offerings, driving an increase in customer retention.
- Supervised a team of agents, providing coaching and performance feedback to enhance skills and productivity.
- Implemented a new quality assurance program that improved call quality scores.
- Coordinated scheduling and workload management, ensuring optimal staffing levels during peak

SKILLS

- Data Analysis
- Effective Communication
- Problem-Solving
- Conflict Resolution
- Active Listening
- Patience and Empathy
- Data Entry and Management:
- Organization
- Time Management
- Administrative support and data management

LANGUAGES

- **English:** Fluency
- **Tamil:** Native

INTERESTS

- Ethical Tech Development
- AI & Machine Learning Ethics
- Science Fiction Literature

PROFESSIONAL EXPERIENCE

CASHIER AND SALES ADMINISTRATION

Jan 2020 — March 2021

Cargills Food City Supermarket

Process customer purchases, returns, and exchanges efficiently.

Handle cash, credit, and digital payments accurately, maintaining a balanced cash drawer and Issue receipts, refunds, and ensure smooth and accurate customer checkout experiences.

Address customer inquiries and provide information on products, promotions, and store policies.

Resolve customer complaints and escalate issues to management when necessary.

Maintain a friendly, approachable demeanor to ensure a positive customer experience, and assist the sales team with order processing, including entering sales orders into the system.

Prepare invoices, coordinate deliveries, and update customer records, and Monitor stock levels and coordinate with inventory to ensure product availability.

Maintain accurate sales records, reconcile end-of-day receipts, and prepare sales reports and Track sales metrics and support analysis to improve customer experience and sales outcomes.

Help with store merchandising, product displays, and keeping the sales floor organized.

Restock shelves and assist in inventory management to ensure adequate stock levels.

Friendly and professional, able to handle diverse customer needs and resolve issues calmly.

Understanding of products and promotions to help upsell or cross-sell effectively.

Accuracy in handling transactions, processing orders, and record-keeping.

Strong verbal skills for interacting with customers and collaborating with team members.

Efficient in record-keeping, report generation, and familiarity with POS (point-of-sale) systems and basic office software.

