

SATHYA PRIYA

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Linkedin Profile -<https://www.linkedin.com/in/sathya-priya-35014b236/>



Professional Summary

Customer-focused and highly organized professional with a proven track record in both **front desk operations** and **customer service**. With experience as a **Receptionist** and **Customer Service Executive** for major platforms like **Flipkart**, I am skilled at handling high volumes of customer inquiries, managing office operations, and ensuring smooth day-to-day functions. Adept at multitasking, I excel in using CRM tools, managing appointments, and maintaining office organization. Known for a **strong commitment to customer satisfaction** and the ability to **solve problems quickly and efficiently**. Ready to leverage my skills to contribute to a positive office environment and deliver exceptional client support.

Skills

- **Customer Service & Support:** Exceptional at handling customer inquiries, managing complaints, and ensuring satisfaction.
- **CRM Systems:** Experience with **Flipkart's proprietary CRM software**, managing customer queries, and maintaining detailed customer profiles.
- **Communication:** Skilled in phone and email communication with customers and team members.
- **Front Desk & Office Management:** Expertise in managing the front desk, scheduling appointments, coordinating meetings, and office administration.
- **E-commerce Knowledge:** Deep understanding of e-commerce platforms, order management, product returns, and refunds.
- **Problem Solving:** Strong ability to resolve issues related to orders, payments, and customer complaints quickly and effectively.
- **Technical Support:** Able to assist customers with troubleshooting technical issues related to e-commerce platforms, mobile apps, and website navigation.
- **Time Management & Prioritization:** Highly skilled at balancing multiple tasks and maintaining organization in a busy work environment.

Professional Experience

Customer Service Executive

Tech Mahindra (On behalf of Flipkart) | February 2022 – April 2024

- Delivered top-tier customer support for **Flipkart**, addressing product inquiries, order tracking, refunds, cancellations, Flipkart Pay later and returns.
- Utilized **CRM tools (Smart Assist)** to manage customer profiles and document interactions, ensuring up-to-date records and quick resolutions.
- Handled high volumes of customer interactions via phone and email maintaining professionalism and achieving high **Customer Satisfaction (CSAT)** and **First Call Resolution (FCR)** scores.
- Collaborated with internal teams (logistics, billing, and warehouse) to resolve complex issues like delayed shipments and payment discrepancies.
- Guided customers through the **Flipkart website** and **mobile app**, assisting with navigation, order placement, and payment issues.
- Facilitated product exchanges, returns, and refunds in line with **Flipkart's policies**, ensuring a smooth process for customers.
- Trained and mentored new team members, sharing insights and best practices to ensure a collaborative work environment.

Receptionist & Administrator

Sorkkam Builders | India | Jan, 2019 – May 2021

- Acted as the first point of contact for clients, contractors, suppliers, and visitors, offering exceptional customer service.
- Managed front desk operations, greeted clients, and directed visitors, ensuring a professional and welcoming environment.
- Coordinated and scheduled appointments, meetings, and site visits for project managers and senior staff.
- Answered multi-line phone systems, routed calls to the appropriate departments, and took detailed messages.
- Assisted in organizing construction project documentation, including contracts, and project timelines.

- Maintained and organized office documentation, including correspondence, contracts, and project-related files, ensuring quick and easy access to important information
 - Handled invoicing and billing tasks, including basic bookkeeping for client accounts and vendor payments
 - Monitored deliveries and ensured proper documentation and receipts were available for accounting purposes.
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Education

Bachelor of Commerce in General Accountancy

Bon Secours College for Women, Tamil Nadu, India

Graduation Date: May, 2018

Technical Skills

- **Microsoft Office Suite:** Proficient in **Word, Excel, Outlook**
 - **CRM Systems(Smart Assist):** Experience with customer relationship management platforms
 - **E-commerce Platforms:** Familiar with the Flipkart platform for order management and customer service
 - **Multi-line Phone Systems:** Capable of managing high-volume inbound and outbound calls
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Languages

- **Tamil**
 - **English**
 - **Malayalam**
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Additional Details

Gender : Female

Marital Status : Single

Nationality : Indian

Passport Number :W9057297