

SHANU SHRIVASTAVA

CUSTOMER SUPPORT EXECUTIVE



CONTACT

+971-547633476

shanushrivastava10@gmail.com

Al-Hamriya, Bur Dubai, Dubai

SKILLS

- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Digital Marketing

LANGUAGES

- English (Fluent)
- Hindi (Fluent)

PASSPORT DETAILS

- Passport No. Y4697451.
- Date of Issue. 24-06-2024
- Date of Expiry. 23-06-2034.
- Place of Issue. Bhopal.
- Date Of Birth. 01/11/2001



PROFILE

"Experienced Customer Support Professional specializing in email communication, with a proven ability to deliver exceptional customer service and build strong relationships. Adept at addressing inquiries, resolving issues, and providing accurate product and service information in a timely and professional manner. Skilled in managing high volumes of email correspondence, utilizing CRM systems for ticket tracking, and ensuring customer satisfaction. Known for excellent written communication, attention to detail, and a customer-focused approach. Committed to enhancing customer experiences and contributing to organizational success."



WORK EXPERIENCE

Simba Brokerage LLC. 2025 - PRESENT

Tele Marketing Executive

- Make cold or warm calls to customers to promote products/services.
- Follow up on leads generated through marketing campaigns.
- Explain products or services in a clear and persuasive manner.
- Handle customer queries, objections, and concerns effectively.
- Convert leads into sales or set up appointments for field sales teams.
- Maintain accurate records of conversations and customer details in CRM systems.
- Update call logs, follow-up activities, and outcomes.
- Meet or exceed daily/weekly/monthly call and conversion targets.
- Work under pressure to hit KPIs (Key Performance Indicators).
- Gather customer feedback and report insights to the marketing team.
- Understand market trends and competitor offerings.

Trust Technology

Customer Support Executive (Chat & Email) 2023 - 2024

- Responding to customer queries: Responding to customer questions in a timely and professional manner.
- Solving issues: Resolving customer issues and concerns.
- Providing information: Providing information about the company's products or services.
- Developing customer relationships: Building relationships with customers
- Promoting products and services: Promoting the company's products and services.
- Maintaining job knowledge: Keeping up with job knowledge.
- Reporting to supervisors: Reporting to supervisors.
- Forwarding unresolved queries: Forwarding unresolved queries to specialists.
- Tracking and following up: Tracking and following up on customer requests.
- Working with other departments: Working with other departments to resolve issues.



EDUCATION

Bachelor of Business Management 2019 - 2023

School of business | Dr. APJ Abdul Kalam University.
Indore, India

Certification in Computer Application

2023 - 2024

Virtual Voyage
Indore, India