



## Contact

### Phone

+971 543505473

### Email

Kalraprabh22@gmail.com

### Address

Al- Mankhool Area, Bur Dubai,  
Dubai

## Education

2020

### Bachelor's of Arts

Sri Guru Nanak Dev Khalsa College, Delhi  
University, India

## Expertise

- Customer Satisfaction
- Project Management
- Scheduling
- Detailed Oriented
- Data entry
- Strong leadership Skills

## Language

- English
- Hindi
- Punjabi

# Prabhjot Kaur

## Customer Service Executive

Experienced and reliable Customer Service Executive with extensive experience providing assistance in a busy call center setting. Strong dedication to helping customers resolve issue and cultivating a positive image of the company. Excel in both team environments and alone. Proven ability to listen attentively, solve problems quickly and efficiently, and create high-quality professional relationship with callers. Fully committed to following company procedures and winning loyal customers.

## Experience

### 2021- 2022

Concentrix Daksh Services India Limited

**Customer Support Representative, operations and internal job**  
title as Advisor I, transaction processing

- Content reviewer of the Youtube videos and provide support to client as well as customers over calls chat and meets.
- Giving floor support to the team.
- Always being a part of client meeting for the improvement of the process.
- To identify the areas of concern and under performance and take corrective actions.
- Able to research and manage highly complicated accounts to provide comprehensive service to customers and assist upper management .

### 2022-2023

Cognizant Technology Solutions, India Pvt Ltd, Gurgaon

### Senior Process Executive

- Works for Google my Business where resolution provided to customers over calls, chats and emails across the globe.
- Providing solutions and escalation of key pain areas to clients where new resolutions needs to be provide.
- Train and assist entry - level customer service representative by helping them improve their listening skills, communication and multitasking abilities.
- Contributed to the company's highest quarterly customer satisfaction rate of 92%.
- Research and troubleshoot account discrepancies.
- Collaborate with different departments to meet the needs of the client.
- Tracked and recorded top customer complaints with information about frequency and severity using Excel spreadsheets.

## Hobbies

- Travelling
- listening Music
- Adventure Activities