

NISHA M.V



+91 9495778023 [✉ nisharamesh4968@gmail.com](mailto:nisharamesh4968@gmail.com) 📍 Kerala, India

PROFILE SUMMARY

Experienced Customer Relationship Executive with a customer-centric approach, exceptional communication skills, and a track record of resolving issues efficiently. Proficient in multi-channel support, problem-solving, and adaptable to fast-paced environments. Committed to meeting performance metrics and continuously improving customer satisfaction.

KEY SKILLS

Professionalism	Compassion	Dependability	Patience and Adaptability
Quick Learner	Creativity	Responded to Customer Inquiries	Product/Service Knowledge
Attention to Detail	Maintained Documentation	Leadership skills	Handled Order Processing

EMPLOYMENT CHRONICLE

- **CUSTOMER RELATIONSHIP EXECUTIVE | Aug 2020- Sep 2022**
SUN DIRECT PVT LTD
- **CUSTOMER RELATIONSHIP EXECUTIVE | 1 Year**
INDIAIDEAS.COM LTD

KEY RESPONSIBILITIES

- Addressed customer inquiries, concerns, and requests through various communication channels such as phone, email, chat, or social media. Provided timely and accurate information to resolve issues or answer questions.
- Identified and troubleshooted customer issues, complaints, or technical problems. Found effective solutions to resolve customer problems and escalations.
- Developed a deep understanding of the company's products or services to provide comprehensive information to customers and guide them in making informed decisions.
- Educated customers on product features, benefits, and usage to enhance their overall experience and maximize value from the company's offerings.
- Assisted customers with order placement, tracking, and delivery status inquiries. Ensured orders were processed accurately and efficiently.
- Handled customer complaints and concerns professionally, empathetically, and in accordance with company policies. Resolved issues to the customer's satisfaction.
- Provided technical assistance to customers experiencing problems with products or services.
- Maintained detailed records of customer interactions, inquiries, complaints, and resolutions in the company's CRM (Customer Relationship Management) system.
- Actively sought and collected feedback from customers to gain insights into their experiences, needs, and expectations. Reported feedback to relevant teams for continuous improvement.

- Identified opportunities to promote additional products or services that aligned with the customer's needs and interests.
 - Adhered to established customer service standards and protocols to maintain service quality and consistency.
 - Collaborated with colleagues, especially within the customer support team, to share knowledge, best practices, and solutions for complex issues.
 - Identified opportunities to retain existing customers and prevent churn by providing exceptional service and personalized solutions.
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ACADEMIC CREDENTIALS

MA PSYCHOLOGY
(Pursuing)

● **IGNOU University, KERALA, INDIA**

M A SOCIOLOGY
2001 – 2003, 61%

● **MAHATMA GANDHI UNIVERSITY**

B A SOCIOLOGY
1998 – 2001, 59%

● **MAHATMA GANDHI UNIVERSITY**

PRE DEGREE

● **MG University, KERALA, INDIA**

SSLC

● **BOARD OF PUBLIC EXAMINATION, KERALA, INDIA**

INTERNSHIP

- Currently interning at the Santhwana Counseling Centre, valuable experience is being gained.
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CERTIFICATION COURSES

- PG Diploma in Computer Application | 2004 – 2005 | 71%
 - National Trade Certificate
 - PG Diploma in Guidance and Counselling | 2022 – 2023
 - IGNOU
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COMPUTER SKILLS

- MS Office Packages
 - Net browsing
 - Basic Operation
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LANGUAGES KNOWN

- English : Reading, Writing, Spoken Interaction
- Malayalam : Reading, Writing, Spoken Interaction

PERSONAL STRENGTHS

- **COMMUNICATION** - Interpersonal skills – verbal, problem solving and listening skills in any administrative role.
 - **SERVICE** - Having a client focused approach Skills include Patience, Attentiveness, and a positive language
 - **ORGANIZATION** - Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time -management.
 - **MANAGEMENT**- Management skills to direct others and review others performance.
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PERSONAL DOSSIER

Gender	: Female
Date of Birth	: 17-04-1981
Marital Status	: Married
Nationality	: Indian
Permanent Address	: Sree Vihar House Mar Gregarious Road, Mulanthuruthy Ernakulam, Kerala, India

DRIVING LICENSE DETAILS

Holder of Valid **Indian** Driving License

DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars.

NISHA M.V