



JEWEL

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Customer Service
- Technical Support
- Sales & Retention
- Appointment Setting
- Billing & Account Support
- Problem Solving & Issue Resolution
- Customer Experience Management
- Communication & Client Handling

TOOLS

- Salesforce
- Salesforce CPQ
- Jira
- Trello
- ClickUp
- Monday.com
- Asana
- Zoho Projects
- Microsoft Project
- Azure DevOps
- Microsoft TFS
- Zendesk
- Power BI
- Tableau
- Slack
- Brightchat

Results-driven Customer Service Specialist with 5+ years of experience in handling customer inquiries, sales retention, and post-sales support within fast-paced BPO environments. Proven ability to resolve issues efficiently, achieve first-call resolution, and retain customers through effective communication, negotiation, and problem-solving skills. Brings strong expertise in CRM tools, customer engagement, and process accuracy, helping organizations enhance customer satisfaction, improve retention rates, and deliver exceptional service experiences.

WORK EXPERIENCE

POST SALES AND CUSTOMER SERVICE SPECIALIST

Transformative Digital Customer Experience | February 2025 – April 2025 (3 Months)

- Handled order tracking inquiries, ensured first call resolution, provided accurate order updates, and escalated issues using internal systems while maintaining excellent customer experience.

CUSTOMER SERVICE SPECIALIST

Select Voicecom | September 2022 – February 2025 (2 Years, 6 Months)

- Assisted customers with billing, orders, and product inquiries, conducted outbound satisfaction calls, promoted subscription offers, and managed customer data using Zendesk, Slack, and Brightchat.

SALES & RETENTION SPECIALIST

Concentrix | October 2020 – May 2022 (1 Year, 8 Months)

- Retained customers by offering tailored subscription solutions, negotiated pricing, handled activations, tracked sales performance, and provided technical support with a focus on customer satisfaction.

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