

Vignesh N

Experienced customer support floor supervisor, dedication and an exceptional work ethic. Trained in customer service with knowledge of building rapport. High energy and outgoing with a dedication to positive customer relations. High volume social media escalations L2 customer service, and sales by understanding the learner needs

Contact

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Hobbies

- Sky Gazing
- Story Writing

Highlights

- Works well under pressure
- Exceptional interpersonal skills
- Trained in Sales and Support (L2 Escalations)
- Master of sales techniques
- Social media escalations
- Expert in indentifying the customer requirements

Experience

Floor Supervisor - 09/2021 to 05/2022

OLA (IENERGIZER), Bangalore

- Coach new joiners and floor staff on how to handle customers through live chat, Inbound and outbound calls
- Monitor operations team to guarantee 100% of service has been given to the customer as per priority
- Work with individual employee to improve performance.
- Answer customer inquiries and resolve issues immediately.

Senior Inside Sales Manager- 01/2023 to 09/2023

Simplilearn, Bangalore

- Achieving the Individual targets.
- Helping the team with language barrier calls and achieving a sale.
- Effectively working with the learners to identify their requirements
- Updating the feedbacks to the Product management team through higher management to get more sales in the future

Education

Bachelor of Biotechnology 2020 with 6.3Ggpa

HSC: 2015 With 60%

SSLC: 2013 With 82%