

Manu Nayaka G

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Profile

Customer service representative with 2+ years of experience in telephone customer service, and customer care. Very organized and meticulous with organizing customer interaction logs. Handled up to 100 calls daily, with duties including helping customers sign up and retrieving customer data.

Work experience

📅 10/2017 – 11/2019 📍 BANGALORE, INDIA

Customer care executive LOUNGE E-COMM

Roles and Responsibilities

- Multi tasking.
- Inbound and out bound callings.
- I use to handle restaurant and delivery staff.
- Examine the food get deliver with in 45 - 50 minutes.
- Answer any questions the customer may have about available food and services.
- Select appropriate responses to customer issues and work quickly to resolve them.
- Refer advanced cases to management for resolution, providing background information as necessary.

📅 05/2014 – 08/2015 📍 BANGALORE, INDIA

Operation Executive NEEDS MANPOWER SUPPORT SERVICE PVT. LTD.

ROLES AND RESPONSIBILITIES NEEDS

- Key responsibilities
- Responsible loading and unloading delivery bags.
- Receiving and dispatching the shipments according to the concer hud.
- Inspecting bags damage and faults.
- Keep the company quality policies in mind while working.
- Preserves safe and clean work environment by keeping shelves, pallet area, and workstations neat.

Education

📅 06/2015 – 10/2017 📍 BANGALORE, INDIA

Management | Master of commerce Don Bosco college

Completed project on "AN ANALYSIS ON BUDGETORY FUND ALLOCATION OF BBMP" and submitted to Bangalore university for the award of master of commerce.

Skills

📌 LANGUAGES

English 
Hindi 
Kannada 

SOFT

Time Management 
Active Management 
Customer Service 

COMPUTER

Microsoft Word 
Microsoft Powerpoint 
Adobe Photoshop 

Awards

11/2017
**Completed project on
"AN ANALYSIS ON BUDGETORY FUND
ALLOCATION OF BBMP"**
and submitted to Bangalore University
for the award of master of commerce.

Achievements

Served customers in a positive way, receiving two customer service awards in the past year.

Strength

Teamwork

ResponsibilityMulti taskingPlanning

OrganizingStaffing

Hobbies



Running



Cycling



Photography



Music

Volunteering



Helped develop an online platform for stray animals' adoption that saved 100+ dogs and cats, on behalf of the Animal Rescue Centre



Seminar Volunteering