

Greeshma Rikkala

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Summary:

A dedicated and knowledgeable customer service professional with a proven track record of exceeding customer expectations. Possesses excellent communication skills, a deep understanding of mobility products, and a strong commitment to creating positive customer experiences. Tech-savvy and adaptable, eager to contribute to the company's mission of delivering exceptional customer service.

Work Experience:

Technical Support Advisor | IO Solutions | 06/2024 –06/2025

- **Provide Technical Assistance:** Offer expert support for software, hardware, and network-related issues via phone, email, or chat, ensuring timely and effective resolution of customer inquiries.
- **Troubleshoot and Diagnose Issues:** Utilize diagnostic tools and methodologies to identify and resolve technical problems, minimizing downtime and enhancing user experience.
- **Maintain Documentation:** Accurately document customer interactions, technical issues, and solutions provided in the company's CRM system to ensure a comprehensive knowledge base.
- **Collaborate with Cross-Functional Teams:** Work closely with engineering, product, and quality assurance teams to escalate complex issues and contribute to product improvements.
- **Customer Education:** Educate customers on product features, best practices, and troubleshooting steps to empower them and reduce repeat inquiries.
- **Monitor System Performance:** Keep track of system performance metrics to proactively identify potential issues and implement preventive measures.
- **Develop Support Materials:** Create and update user guides, FAQs, and training materials to assist customers and internal teams.
- **Stay Updated with Industry Trends:** Continuously learn about emerging technologies and industry best practices to provide cutting-edge support.
- **Participate in Training Programs:** Engage in ongoing training sessions to enhance technical skills and stay informed about new product developments.
- **Ensure Customer Satisfaction:** Strive to exceed customer expectations by delivering exceptional service and building strong client relationships.

Customer Service Representative | Bell | 06/2023 – 06/2024

- Respond promptly and effectively to a diverse range of client inquiries, ensuring the best solutions are provided to meet their unique needs.
- Deliver a warm and courteous customer experience by actively listening to clients, empathizing with their concerns, and providing knowledgeable assistance.
- Utilize excellent communication skills, both oral and written, to convey information clearly and professionally to clients.
- Identify opportunities to promote complementary solutions based on discussions with clients, enhancing their overall experience and satisfaction.
- Collaborate with cross-functional teams to resolve complex customer issues and provide seamless service.
- Maintain a high level of proficiency in a sales environment, consistently meeting and exceeding sales targets through motivation and dedication.
- Adapt quickly to a computerized environment, efficiently handling multiple tasks and utilizing various software tools to assist clients.
- Demonstrate exceptional learning, problem-solving, and decision-making skills to address client inquiries and resolve issues effectively.
- Uphold a friendly and helpful demeanor, ensuring that every client interaction leaves a positive impression and builds long-term relationships.
- Actively participate in ongoing training and development programs to stay updated on product knowledge and industry trends.

Customer Service Representative | Rogers | 04/2022 - 06/2023

- Provided front-line support to Rogers customers, addressing inquiries, troubleshooting technical issues, and resolving complaints effectively.
- Educated customers on product features, services, billing inquiries, and account management.
- Achieved consistently high customer satisfaction scores through diligent problem-solving and proactive communication.
- Collaborated with technical teams to escalate and resolve complex issues promptly.
- Met and exceeded sales targets by promoting new products and services during customer interactions.
- Collaborated with cross-functional teams, including sales, inventory, and fulfillment, to address customer needs and ensure a seamless customer experience.
- Participated in ongoing training sessions and workshops to enhance product knowledge and customer service skills.

Skills:

- Excellent oral and written communication skills
- Tech-savviness and passion for technology
- Strong interpersonal and empathy skills
- Active listening and problem-solving
- Team collaboration and cross-functional coordination
- Time management and multitasking
- Proficient in MS Office Suite and CRM systems

Education:

PG Diploma in Business Management **(Jan 2020- Aug 2021)**

Bachelor's Degree at Osmania University **(2016-2019)**

Qualifications:

- Previous experience in customer service or sales environment
- Ability to effectively communicate technical information.
- Passion for technology and ability to adapt to new tools and systems.
- Strong problem-solving skills and commitment to customer satisfaction