

Koyena Saha Roy

Customer Service Associate

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I believe in loving my job because that emotion is the only force which drives me to perform better and remain focused. Learning from mentors and seniors is something I earnestly look forward to. I hope to use my skills in a most refined manner and deliver the best!

Personal Details

Industry: Business Operations

Total years of experience: 5

Work Experience

Customer Success Manager

EasySocial-Bengaluru, Karnataka

Full-time

April 2023 to April 2026

- Manage day-to-day customer communication (national and International clients) by responding to chats, emails, and phone calls in a timely and effective manner.
- Conduct outbound sales calls to prospective customers and generate new business opportunities.
- Close sales deals with both B2C and B2B clients, ensuring revenue targets are met.
- Deliver product demonstrations to potential customers to showcase features and drive conversions.
- Assist customers in understanding and using WhatsApp Business API and marketing solutions effectively.
- Resolve customer queries, issues, and complaints with a focus on customer satisfaction and retention.
- Maintain strong relationships with existing clients to ensure continued engagement and upselling opportunities.
- Monitor and improve customer feedback scores by delivering high-quality support and service.
- Collaborate with internal teams to address customer needs and improve product/service experience.
- Track interactions, sales activities, and customer feedback for reporting and continuous improvement.
- Manage communication between clients and internal technical team to deliver super fast resolutions on tickets

Customer Support and Sales Representative

FoodMonks Inc-Toronto, ON

Full-time

October 2022 to March 2023

1. Respond to customer for products, services and company information.
2. Offer advice and assistance to customers over call, email and social media platforms
3. Update account information to maintain customer records
4. Maintain customer satisfaction with forward thinking strategies focused on addressing customer needs and resolving concerns.

5. Participate in team meetings and training sessions to stay informed about product updates and changes.
6. Clarify customer issues and determine root cause of problems to resolve complaints
7. Handle customer inquiries and suggestions courteously and professionally
8. Analyze customer service trends to discover areas of opportunity and provide feedback to management

Customer Service Associate

Wipro-Kolkata, West Bengal

October 2020 to September 2021

1. Utilized customer service software to manage interactions and track customer satisfaction.
2. Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
3. Answered customer telephone calls promptly to avoid on- hold wait time.
4. Upgraded my process knowledge every month to achieve smooth customer interaction.

Education

English (Bachelor's degree)

University of Calcutta-Kolkata, West Bengal

March 2017 to April 2020

10th Pass

Skills / IT Skills

- SaaS
- English
- Enterprise Software
- Account management
- Technical support
- Time management
- Telemarketing
- Business development
- Digital marketing
- Writing skills
- Operations management
- Databases
- Upselling
- B2B
- Customer relationship management
- AI
- B2B Marketing
- Learning technology
- Analysis skills

- Microsoft Excel
- Mobile applications
- B2B sales
- IVR
- Project management
- Order fulfillment
- Google Ads
- Negotiation
- Outbound voice
- Computer skills
- Sales pipeline
- Phone etiquette
- Sales
- Management
- Social media marketing
- Business requirements
- Document management
- Team management
- Customer support
- Time & attendance systems
- Outbound sales
- Microservices
- Enterprise sales
- Quality assurance
- Windows
- After-sales service
- Process improvement
- Continuous improvement
- Communication skills
- Customer service
- Presentation skills
- Data structures
- Microsoft Word
- Organizational skills
- Pre-sales
- Data entry
- Salesforce
- Typing
- Inbound voice
- Microsoft Powerpoint

- Slack
- Microsoft Office
- Social media management
- Trello
- APIs
- Sales support
- Marketing
- Cold calling
- International voice process
- Customer retention
- Non-voice
- CRM software
- Product demos

Languages

- Multilingual
- Bilingual
- Hindi
- Local language