



Himanshu Soni

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Summary

Experienced customer service specialist with a demonstrated history of working in the BPO sector as well as the staffing and recruiting industry. My expertise lies in effective communication, self-assurance, fluent English, efficient management, and collaborative teamwork.

Strong customer service professional with a Bachelor of Computer Application degree from Shri Vaishnav Institute of Management, Indore.

Experience

Associate Executive - Recruitment

Mindlance

Feb 2022 - Aug 2022

Responsibilities:

- Understanding job vacancies within an organization, developing and posting job descriptions to find good candidates who can fit the job profile.
- Sourcing, screening, and interviewing potential candidates using a variety of channels, such as online job portals, LinkedIn, and referrals.
- Providing guidance and support for candidates as well as negotiating offers and ensuring a smooth on-boarding process for new hires.

Customer Service Representative TaskUs

March 2021 - Jan 2022

Responsibilities:

- Responding to customer inquiries and resolving complaints through various channels, such as phone and chat, in a timely and professionally manner.
- Resolving customer issues and concerns in a satisfactory manner by gathering relevant information, providing appropriate solutions, and following up to ensure customer satisfaction.
- Handled almost seventy-five to eighty chats on a busy day and maintained excellent CSAT score.

Customer Service Representative Amazon Web Services (AWS)

March 2020 - Feb 2021

Responsibilities

- Responding to customer inquiries and resolving complaints through various channels, such as phone and chat, in a timely and professionally manner.
- Resolving customer issues and concerns in a satisfactory manner by gathering relevant information, providing appropriate solutions, and following up to ensure customer satisfaction.

- Reviewing cases to resolve customer issue according to company policy, and handling



Customer Service Consultant

Teleperformance

Aug 2019 - Feb 2020

Responsibilities:

- Responding to customer inquiries and resolving complaints through various channels, such as phone and chat, in a timely and professionally manner.

Education



Shri Vaishnav Institute of Management, Indore

BCA - Bachelor of Computer Application

2017-2020

Skills

Customer Service • Team Management • Communication • Active Learning • Self-confidence • Time Management • Teamwork