

NIKKY KUMARI

+91-8252779657

knikky434@gmail.com

PROFILE

Motivated and customer-focused professional seeking a Customer Service Representative (L1) position where my strong communication skills, problem-solving abilities, and sales experience can contribute to delivering excellent customer support and enhancing client satisfaction.

KEY SKILLS

- Customer Engagement: Ability to build rapport and maintain positive relationships.
- Communication: Strong verbal and written communication skills.
- Problem-Solving: Skilled at identifying issues and offering effective solutions.
- Active Listening: Demonstrates empathy and patience during interactions.
- Adaptability: Can work effectively under pressure and meet deadlines.
- Teamwork: Collaborates well with colleagues to achieve goals.

PROFESSIONAL EXPERIENCE

Business Consultant (June 2025 – Present)

Weblink India Pvt. Ltd

- Manage client relationships and provide business consulting services.
- Understand customer needs and recommend appropriate service solutions.
- Prepare proposals and handle client queries independently as well as in collaboration with senior consultants.
- Explain product details clearly and sell solutions tailored to customer requirements, ensuring high satisfaction and

Loan Manager

Bharti Refer Loan / Credit Bazar – Deals of Loans

- Assisted clients in understanding loan products and guided them through application processes.
- Maintained excellent customer relationships, ensuring high levels of satisfaction and repeat business.
- Resolved customer queries promptly, ensuring minimal escalation.

Sales Executive

Bajaj Capital, Deoghar

- Promoted financial products to customers, achieving monthly sales targets.
- Engaged with clients to understand their needs and recommend suitable solutions.
- Provided after-sales support to ensure customer retention.

Financial Advisor

HDFC Life

- Educated customers about insurance products and policy benefits.
- Handled customer concerns with empathy and professionalism.
- Achieved high conversion rates through active listening and clear communication.

Teacher

Bliss Public School, Jalandhar

- Developed interpersonal skills through daily engagement with students and parents.
- Managed classroom communications and resolved conflicts in a calm and respectful manner.

EDUCATION

- **Master of Commerce – Sidho Kanhu Murmu University (2019)**
- **Bachelor of Commerce – Sidho Kanhu Murmu University (2016)**
- **Intermediate of Commerce – Sidho Kanhu Murmu University (2012)**
- **Matriculation – Jawahar Navodaya Vidyalaya (2010)**

CERTIFICATIONS

- Diploma in Computer Applications (DCA) – 1 year
- Tally ERP Training