

IMMACULATE ABISHA

Customer Service Executive

Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.



Contact

Address

Acropolis, D-wing, Room
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Phone

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E-mail

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Skills

Payment management

Documentation and notes

Report preparation

Online chat and email

Recordkeeping strengths



Languages

English, Hindi, Tamil and
Marathi



Work History

2018-10 -
2021-11

Customer Service Executive

Nykaa, Mumbai

- Employed comprehensive benchmarks to establish and monitor customer service standards.
- Provided primary customer support to 65 internal and external customers.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Assessed customer service trends and evaluated complaints to determine areas in need of enhancement.

2018-02 -
2018-07

Patient Advisor

Qi Lifecare Private Limited, Mumbai

- Negotiated settlements and payment plans for around 25% of customers.
- Discussed financial and insurance options with patients.
- Screened patients with financial needs to determine assistance choices.
- Followed up with patients and families to obtain additional information.

2016-03 -
2018-01

Patient Relationship Executive

Qi Lifecare Private Limited, Mumbai

- Collaborated with team members to achieve target results.
- Learned new skills and applied them to daily tasks to improve efficiency and productivity.
- Tracking of payments and follow-up for more

than 20 customers per day.

- Maintenance of payment records within timeframe.

**2012-06 -
2015-04**

Administration Officer

Singh Classes, Mumbai

- Prepared agendas and took notes at meetings to archive proceedings.
- Produced detailed reports to track trends and keep senior management informed.
- Created, prepared, and delivered reports to various departments.
- Managed daily payment processing and drafted related financial documents.
- Managed more than 50 students' fee structure.



Education

**2012-06 -
2015-04**

Bachelor of Arts: English Literature

SNDT Women's University - Mumbai



Certifications

2022-12 Digital Marketing

2022-12 Social Media

2022-12 Google Ads search

2022-12 Keyword Research