Nikhita Reddy

Customer Service Executive

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SKILLS

Freshdesk · Zendesk · Chat and email support · Inbound voice · CRM ticketing · Refunds and returns · Escalation handling · MS Excel

CORE SKILLS

- Empathy
- Written communication
- Problem solving
- SLA management
- Active listening

LANGUAGES

Telugu · Native
English · Fluent
Hindi · Professional

PERSONAL STATEMENT

Customer service executive with 3 years of experience in voice, chat and email support for e-commerce and fintech customers across India. Handles 70 to 90 contacts a shift on Freshdesk and Zendesk with a 94% CSAT, and supports refunds, order tracking, KYC queries and escalations in English, Telugu and Hindi.

WORK EXPERIENCE

Senior Customer Service Executive · Cartloop Commerce Pvt Ltd, Hyderabad — May 2024 – Present

- Resolve 70 to 90 chat and email tickets a shift on order delays, returns, refunds and seller issues for an online marketplace.
- Maintain 94% CSAT and 86% first contact resolution against team targets of 90% and 80% for 5 straight quarters.
- Wrote 35 macro replies and FAQ articles that cut average handling time on refund queries from 9 to 6 minutes.
- Handle escalations from social media and the grievance officer desk, closing 95% within the 48-hour SLA.

Customer Support Associate (Voice) · Paysetu Fintech Services, Hyderabad — Mar 2023 – Apr 2024

- Answered 60+ inbound calls a day on wallet, UPI and KYC issues, following RBI-aligned verification steps.
- Scored an average of 92% in call quality audits and was chosen to mentor 6 new joiners.
- Logged failed UPI transactions in the CRM and tracked them to closure with the payments team.

EDUCATION

B.Com in Computer Applications · Osmania University, Hyderabad, Telangana — 2019 – 2022
Grade: 7.4 CGPA

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