



RUTUJA SUTAR

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SUMMARY

My strength are I am self motivated person and I have strong communication skills also.
My short term goal is to get the job in reputed company.
And long term hole is to achieve a good position like yours.
Where I can bullied my career and help the organization too.
My hobbies singing a song and cooking also create a rangoli and mehendi designs
Lastly I am quick learner and belive me learning for my past mistakes and experience.

SKILLS

- Issue Escalation
- Payment management
- Customer Needs Assessment
- Returns processing
- Complaint Handling
- Call Control
- Customer queries

EXPERIENCE

CUSTOMER SERVICE EXECUTIVE, 01/2021 - 01/2022

Udchlo company , Pune

- Assisted with customer inquiries related to product information, order status, returns and exchanges, billing issues and more.
- Tracked customer complaints and followed up to ensure resolution was achieved.
- Provided prompt and courteous service to customers via phone, email, and chat.
- Increased customer satisfaction ratings by effectively answering questions, suggesting effective solutions, and resolving issues quickly.

EDUCATION AND TRAINING

Shivaji University, Kolhapur , Kolhapur , 04/2023

Bachelor of Science: BCA

- A grade

Gopal Krishna Gokhle College, Kolhapur , Kolhapur , 05/2019

Associate of Science: 11th, 12th

- 55.40 pass out in 12 th science

Princess Indumati Highschool For Girls, Kolhapur , Kolhapur , 05/2016

High School Diploma

- 65.40 pass out in 10th class

LANGUAGES

Marathi:	C1	Hindi:	C1
Advanced		Advanced	
English:	B1		
Intermediate			