

Neha Namdev Agawane

A/p - Bhavaninager near Chatrapati sakhar karkhana, tel- Indapur, dist- pune
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Objective

I seek a challenging opportunity where I can utilize my skills and abilities to contribute to the success and growth of the organization while also enhancing my professional development

Experience

- Q connect buisness solution** November 2022 - November 2024
Customer support executive
Process: Namshi UAE – eCommerce Customer Support
Roles & Responsibilities:
 - Served as the primary point of contact for customers across the UAE, assisting them with inquiries related to online shopping, order management, refunds, cancellations, returns, and delivery concerns.
 - Handled inbound and outbound customer interactions through chat support while maintaining high service standards and customer satisfaction.
 - Assisted customers with order placement, modifications, tracking, and status updates throughout the order lifecycle.
 - Processed refund requests, return pickups, exchange requests, and order cancellations in accordance with company policies and service-level agreements (SLAs).
 - Investigated payment-related issues, including failed transactions, duplicate charges, refund delays, and wallet credit concerns.
- Turnaround international** January 2025 - September 2025
Processs associate
Managed chat support for insurance-related processes.
Assisted customers with insurance claim queries, documentation requirements, and policy-related concerns.
Verified claim documents and ensured accuracy before processing.
Coordinated with clients and internal teams for smooth claim handling.
Resolved customer concerns within defined timelines while maintaining service quality standards.
Maintained accurate records and updated customer information in internal systems.

Education

- Madhyamic vidyalay tavashi**
10th
78%
- Babasaheb phdatare polytechnic college kalamab.**
Diploma
63%

Skills

- Problem Solving Customer, Query Resolution, MS Excel I, MS Office Data Entry, Attention to Detail, Time Management, Team Collaboration, Professional Communication

Interests

- Painting, sketching, listing music

Languages

- English, Hindi, marathi