

PRATIK K. NIKAM

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ABOUT ME

Dedicated and results-oriented customer service professional with over 3 years of experience in delivering exceptional service and cultivating positive customer relationships. Proven track record of resolving complex issues and consistently achieving customer service satisfaction goals. Adept at using empathy and problem-solving skills to address customer concerns and enhance their overall experience. Strong communication skills, both verbal and written, coupled with a passion for helping others. Seeking to leverage my expertise and commitment to excellence in a challenging customer service role

EDUCATION

BACHELOR OF COMMERCE

Senior secondary school certificate 57%
Navjeevan Vidya Mandir

Higher secondary certificate 60.62%
NES Jr. college

SKILLS

- Strong organizational and time-management skills
- Exceptional communication and interpersonal skills
- Ability to work independently and as part of a team
- Detail-oriented and able to handle multiple tasks simultaneously
- Experience in managing budgets and handling financial documents

CERTIFICATIONS

- A three-month certification in Retail Banking from Bankedge – academy for banking and finance. Gained knowledge about various aspects of Banking Process

PROFESSIONAL EXPERIENCE

CEC Officer –Inbound– Retail liabilities

Kotak Mahindra Bank | July 2021-december 2022
Experienced customer service professional with a proven track record in inbound call handling. With 1.6 years in the industry, I excel in providing prompt and efficient service to resolve customer inquiries and issues. Skilled in active listening and problem-solving to ensure customer satisfaction and retention. Proficient in utilizing CRM systems to document interactions and streamline processes. Known for my ability to maintain composure and professionalism during high-pressure situations. Seeking to bring my expertise in inbound call management to contribute to the success of Kotak Mahindra Bank .

CEC Email and Chat Process

Tech Mahindra January 2023 - September 2024
Experienced customer service professional with a strong background in handling chat and email inquiries. With 1.5 years of expertise, I am skilled in providing timely and accurate responses to customer questions and concerns through written communication channels. Proficient in maintaining a friendly and empathetic tone while ensuring issues are resolved effectively. Experienced in utilizing CRM systems and ticketing platforms to manage and prioritize customer interactions. Known for my attention to detail and ability to adapt communication style to meet diverse customer needs.

V5 global senior executive officer Email

Unity small finance Bank September 2024 - till date

Led the customer service division with a focus on maintaining high levels of customer satisfaction, streamlining communication, and resolving complex inquiries via email.
Developed and implemented new email templates and workflows to enhance communication efficiency and maintain consistent, professional tone across all customer interactions
Trained and mentored new customer service staff on effective email communication strategies, ensuring alignment with company policies and customer service best practices.