

SHWETAMBARI POLKAMWAR
Customer Support Executive

Address: Warje Malwadi, Pune – 411058

Email: shwetambari.polkamwar@yahoo.com

Mobile: 7517956272 / 8329441828

PROFESSIONAL SUMMARY

Dedicated Customer Support Executive with strong experience in customer service operations, background verification, and utility support processes. Skilled in handling chat and email-based customer interactions, resolving queries efficiently, and maintaining high service quality standards. Known for clear communication, attention to detail, and consistent performance in process-driven environments.

KEY SKILLS

- Customer Support (Chat & Email)
- Utility Process Support
- Customer Query Resolution
- Background Verification Operations
- Email Etiquette & Professional Communication
- CRM & Ticketing Systems
- SLA & Quality Compliance
- Data Verification & Documentation
- Team Collaboration
- Time Management & Multitasking

PROFESSIONAL EXPERIENCE

WNS Global Services

Customer Support Executive – Utility Process (Chat & Email)

2013 – Present

- Handle customer queries via chat and email for utility services
- Resolve billing, service, and account-related issues within SLAs
- Maintain high customer satisfaction and quality benchmarks
- Accurately document customer interactions in CRM systems
- Coordinate with internal teams for timely issue resolution
- Follow company policies, compliance, and data security standards

KPMG

Background Verification Executive

2008 – 2013

- Conducted background verification for third-party companies
- Verified employment, education, address, and reference details
- Coordinated with clients and external vendors for data validation
- Ensured accuracy, confidentiality, and timely report completion
- Maintained detailed documentation and compliance requirements

EDUCATIONAL QUALIFICATIONS

- Bachelor of Computer Science (BCS)
- Higher Secondary (12th)
- Secondary School (10th)

ADDITIONAL INFORMATION

- Strong communication and interpersonal skills
- Detail-oriented with a customer-first approach
- Experienced in corporate and process-driven work environments