Experience Letter

Date: 18/10/2023

This is to certify that **Manish Verma**, was inducted in SunCharge India on **18/10/2021**. He worked as **a customer support agent** and worked with our company for **2 years**.

Throughout Manish Verma 's tenure with our company, he has consistently showcased remarkable practical skills, the ability to handle customer interactions, problem-solving capabilities, and expertise in addressing various customer needs.

Key Responsibilities and Achievements:
- Effectively managed a wide range of customer inquiries, including billing issues, technical support and product enquiries.
- Demonstrated an exceptional ability to resolve complex customer issues and provide solutions promptly and effectively.
- Maintained a friendly and empathetic approach in all customer interactions, creating positive experiences.
- Collaborated with team members to improve customer service processes and ensure customer satisfaction.
-Successfully led a project to implement a new chat support system, resulting in a 20% increase in customer satisfaction ratings.

We have found Manish Verma to be highly skilled in the art of customer service, and a valuable member of our customer service team. His dedication to resolving customer issues, his knack for solving complex problems, and his talent for creating positive customer experiences have been instrumental in our mission to provide outstanding customer service.

Moreover, Manish Verma consistently demonstrated a high level of professionalism, reliability, and commitment to their customer service responsibilities. His ability to communicate effectively and empathize with customers has been truly commendable.

Manish Verma has been a pivotal part of our customer service team, and we are confident that his skills and experience will continue to drive success in his future customer service endeavors.

If you have any questions or need additional information, please feel free to contact us.

HR Manager, SunCharge India