

SHAYESTA FARHEEN

SR CUSTOMER CARE MANAGER

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WWW: [BOLD PROFILE](#)

PROFESSIONAL SUMMARY

Dynamic Senior Customer Care Manager at InfoBaskets with a proven track record in enhancing customer satisfaction and leading innovative initiatives. Skilled in exceptional communication and industry expertise, I effectively resolved complex issues while training and mentoring teams, fostering a culture of excellence and empathy in high-pressure environments.

SKILLS

Exceptional communication	Knowledge of both health care and technical domain
Documentation and reporting	Understanding customer needs
Industry expertise	Training and mentoring
Strong leadership	Multitasking

WORK HISTORY

FEBRUARY 2018-MARCH 2020

Senior Customer Care Manager | InfoBaskets | Tumkur, Karnataka

- Collaborated with cross-functional teams to resolve complex customer issues in a timely manner.
- Championed continuous improvement initiatives within the department, fostering an innovative culture focused on delivering exceptional customer experiences.

FEBRUARY 2017-FEBRUARY 2018

Customer Support Executive | InfoBaskets | Tumkur, Karnataka

- Improved customer satisfaction by efficiently addressing and resolving inquiries, concerns, and complaints.
- Provided excellent customer service by efficiently resolving issues and responding to inquiries.
- Managed high-stress situations effectively while maintaining a calm demeanor and providing empathetic support to customers facing challenges or frustration.

EDUCATION

Bachelor of Engineering: MEDICAL ELECTRONICS ENGINEERING

Sri Siddhartha Institute of Technology, Tumkūr, India

- Recipient of KSCST (Karnataka state council for science and technology) participant certificate for exhibiting my project- Patient Parameter monitoring system

Master of Technology: Digital Electronics

Sri Siddhartha Institute of Technology, Tumkūr, India

Submission of research papers in various National and international conferences

LANGUAGES

English



Bilingual or Proficient (C2)

KANNADA



Bilingual or Proficient (C2)

HINDI



Bilingual or Proficient (C2)

CERTIFICATIONS

MARCH 2025

ADVANCED PROGRAMME FOR CLINICAL RESEARCH AND MANAGEMENT

ADDITIONAL INFORMATION

CAREER BREAK

2020-2021 career break was due to unfortunate lockdown during COVID-19

2021-2024- I took a career break to focus on my pregnancy and early growing years of my child. During this time i kept my self updated by attending webinars and workshops on the recent industry trends.

2025- Upskilled myself by taking up a certification course on clinical research and management.

Highly motivated to rejoin the workforce in a role that leverages my skills and allows me to showcase my knowledge and capabilities. Excited and looking forward to take on new challenges.