

# ABHISHEK BAJPAI

Customer Service Associate

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📍 sector 62 Gaziabad

## ABOUT ME

Dedicated and customer-focused professional seeking a position in customer support, where I can leverage my communication skills, empathy, and problem-solving abilities to deliver exceptional service and foster customer satisfaction.

## EDUCATION

- |             |   |
|-------------|---|
| 2021 - 2024 | <b>BACHELOR COMPUTER APPLICATION    CSJM UNIVERSITY</b><br>Maharana Pratap college of professional studies with cgpa 8,17 |
| 2020 - 2021 | <b>INTERMEDIATE</b><br>from UP Board with 77 percentage   |

## CERTIFICATE

- |            |  |
|------------|--|
| April 2024 | <b>CUSTOMER SERVICE EXCELLENCE CERTIFICATION</b> <ul style="list-style-type: none"><li>• Trained in handling live chat, email, and call-based customer queries.</li><li>• Developed skills in conflict resolution, problem-solving, and CRM tools.</li><li>• Learned to deliver exceptional customer experiences and maintain professionalism.</li></ul> |
| DEC 2023   | <b>CUSTOMER SERVICE: BUILDING CUSTOMER LOYALTY</b> <ul style="list-style-type: none"><li>• Gained expertise in building rapport and enhancing customer experiences.</li><li>• Trained in conflict resolution and delivering tailored support.</li><li>• Learned strategies to improve customer retention and loyalty.</li></ul>                          |

## SKILLS

- |                                   |                     |                            |
|-----------------------------------|---------------------|----------------------------|
| • Excellent Written Communication | • Problem-Solving   | • Project Management Tools |
| • Typing Speed and Accuracy       | • Computer Literacy | • Strong Communication     |
| • Product Knowledge               | • Front End Coding  | • Leadership               |