

# AMAN VIJETRA

Customer-focused professional with nearly 2 years of experience in customer service, including international process handling. Strong communication skills, quick learner, and committed to delivering excellent customer experiences while supporting organizational goals.

## EXPERIENCE

### **CUSTOMER SERVICE EXECUTIVE – INTERNATIONAL PROCESS IENERGIZER | AUG 2023 – PRESENT**

- Handle international customer interactions professionally via voice support
- Resolve customer queries efficiently while maintaining quality standards
- Maintain high customer satisfaction and adherence to process guidelines
- Demonstrated strong problem-solving and communication skills

### **CUSTOMER CARE EXECUTIVE (CCE) ZOMATO | 6 MONTHS**

- Assisted customers with order-related queries and complaints
- Ensured timely resolution and positive customer experience
- Followed company policies and service quality benchmarks

## EDUCATION

- Bachelor of Commerce (B. Com) D.A.V PG College
- Intermediate – CBSE Board | 2018
- High School – U.K. Board | 2016

## SKILLS

- Customer Service & Support
- Excellent Communication Skills
- Problem Solving
- Time Management
- Team Collaboration
- Basic Computer Knowledge