

PULKIT

A motivated professional with more than 2 years of experience in international customer service, team management, customer relation management. Skilled in teamwork, empathy, and strong attention to detail, with a proven ability to perform effectively under pressure. Committed to delivering high-quality service and maintaining positive customer relationships in fast-paced environments.

EXPERIENCE

KARMA STAFF

IN-HOUSE OFFICE ADMINISTRATOR /ESTIMATOR DEC 2025 - NOW

- Estimating software: proficient in Xactimate - sketching floor plans, applying line items, and generating detailed estimates.
- CRM & job management: experienced with dash - scheduling jobs, managing documentation, tracking progress, and coordinating with field teams.
- Gained exposure to insurance claim processes and restoration compliance standards.
- Restoration industry knowledge: in-depth understanding of restoration job types and workflows including:
 1. Water mitigation
 2. Fire damage restoration
 3. Mold remediation
 4. Contents cleaning and inventory

ENERGIZER- NOV 2023 TO NOV 2025

- Initially joined as a customer service representative. After working for 4 months as a customer service representative, I was promoted to be a claims and dispute specialist, where I got the opportunity to handle escalation calls and assist credit card holders in the USA.
- Due to my quick learning ability, I was soon promoted again after working in claims for five months to lead support and assist the OJT.
- Since October 2024, I've been assisting ojt, conducting their refresher sessions as a trainer, conducting PSBs, auditing their calls, and maintaining their KPIs.

BJS HOME DELIVERIES- DRIVER HELPDESK- MARCH 2021-FEBRUARY 2022

- Worked as driver helpdesk to assist the delivery teams in making door to door delivery effective and efficient.
- Dispatching and team management

EDUCATION

- **TIMES WORLD SCHOOL**- High School 7.3 GPA

SKILLS

- Dispatching and team management
- Customer relationship management
- Attention to detail
- Problem solving
- Customer relationship management