

Ajay Kumar CH | Sr. Customer Service Executive

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Summary:

- 3 Years of Professional Customer Service experience into Voice, Non-Voice and Semi-Voice process.
- Good in opening and closing of the call/chat.
- Coordinating with the customers in order to know their comfortableness with the languages they can speak.
- Familiar in communicating to customers in English, Hindi, Telugu languages.
- Concentrated in listening to customers queries/issues and suggesting them with an appropriate solution.
- Expert in handling customers and convincing customers on the various issues.
- Always ahead to encourage and follow One Call Resolution to customers.

Education:

- B. Tech in Computer Science and Engineering (Talla Padmavathi College), Kazipet, 2016.
- Intermediate (Nava Vignana Bharathi Jr.College), Hanamkonda, 2011.
- SSC (Vaagdevi High School), Hanamkonda, 2009.

Experience:

Client: Simplify Wellness India Pvt Ltd.

Role: Customer Support Executive.

SEP 2020 to MAR 2021

Responsibilities:

- Enhancing customers trust by resolving their issues through mails.
- Cross checking the reports with lab technicians if there are any issues from customers regarding reports.
- Checking tasks in Asana and completing the tasks on time.
- Training the team regarding the process.

Client: SmartLinx Solutions Pvt Ltd.

Role: Customer Support Executive.

JAN 2017 to MAR 2019

Responsibilities:

- Calling to citizens of United States and checking if they have any Anti-Virus softwares installed in their computers.
- Convincing them to purchase and install few softwares from our end which can be used to delete infected or error files and viruses.

- Install the softwares on their desktops, run the softwares at the same time to clean and delete those infected and error files.
- Must follow up customers and enhance them to increase their tariff period of the plan so that they can get extra service period.

Declaration:

- I hereby declare that the information furnished above is true to the best of my knowledge.