



# KOMAL RAGHAV

Customer Care Executive

## EXPERIENCE

Customer Care Executive

### SAAOL Health Pvt Ltd

2022 - Present

- Book appointments of the patients for consultation done by doctors. + Addressing patients inquiries concerns and grievances across multiple communication channels such as telephone email live chat or social media. . Complete Data entry on CRM report. Delivering prompt and accurate information to ensure the utmost patient satisfaction.

Billing and Inventory Management

### E-Store Pvt Ltd

2022 - 2022

- Stock management -- Zoho Software Cash counting  
Billing -- Zoho Software Data entry in CRM - Zoho Software

## COURSES

Excel Mastery course

### Excel - Mastery

2023 - 2023

- Complete Excel Course

Figma Mastery

### Figma

2023 - 2023

- Figma mastery for web and mobile app prototype development

Photoshop -- Learning

Photoshop

2023 - 2023

- Learnign Photoshop and Coral from Youtube

EDUCATION

Bachelors in Arts

Delhi University

2020 - 2023

- Cumulative GPA: 6.7
- Concentration: Humanity and History
- Relevant courses: Customer support, Excel, Billing management, CRM, LMS, Inventory Management

SUMMARY

- Experienced professional with a strong background in reconciliation, payroll, and accounting principles, adept at client management and data banking.
- Organized and skilled customer support service executive with skills in responding to customer queries and clearing their doubts on various issues related to the service offered. Seeking a position in a renowned company where by | can leverage my knowledge in customer correspondence

CONTACT

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SKILLS SUMMARY

CRM	● ● ● ● ●
LMS	● ● ● ● ●
Billing Management	● ● ● ● ●
Inevntory Management	● ● ● ● ●
Data Management	● ● ● ● ●
Banking	● ● ● ● ●