

GOPAL PATEKARI

CHAT SUPPORT EXECUTIVE



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Pune

Career Summary



Customer Executive with **6 months of experience** at Global Technology, specializing in chat-based support for logistics and delivery. Skilled in issue resolution, order tracking, and managing customer inquiries. Adept at maintaining high satisfaction levels through effective communication and collaboration with cross-functional teams.

Career Objective



Seeking a position in a positive and stable environment to deliver excellent customer service and allow career development opportunities.

Work History



Dec 2023 – May 2024

Global Technology pvt ltd

Chat Support Executive

Responsibilities:

- Provide timely and effective support to customers via **chat**, addressing inquiries, issues, and concerns related to **logistics packages and delivery services**
- Troubleshoot and resolve customer issues efficiently by analyzing the situation, using available resources, and following established procedures.
- Assist customers in tracking their packages and deliveries, providing updates on the status and expected delivery times.
- Offer accurate and detailed information about products, services, and company policies to customers as needed.
- Manage and escalate complex or unresolved customer issues to higher-level support or appropriate departments.
- Maintain accurate records of customer interactions and transactions for reference and analysis.
- Follow company policies and procedures for handling customer interactions, data privacy, and service quality standards.

Education Background



Shivaji University Kolhapur

BE- Mechanical Engineering

2015–2018 | PA: 65.85%

Skills



Technical Skill

- MS excel VBA
- Chat GPT
- Technical Troubleshooting
- Basic CRM software
- Basic data analysis

Soft Skill

- Interpersonal Skills
- Communication
- Problem analysis and solving
- Strong planning
- organisational skills