

Prateek Rai

Customer Support Executive

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House no 495, Sunar wali Gali , Dundahera, Gurugram, Haryana, 122022

Summary

Motivated and customer-focused support professional with 1.5 + years of experience in Customer Service and Chat Support roles, including work with iEnergizer IT Services PVT LTD [Flipkart], and Tech-Fi Technologies PVT LTD [Sharechat]. Skilled in handling customer queries, resolving issues efficiently, and maintaining high satisfaction levels. Strong communication abilities in both English and Hindi, with a proven ability to adapt, learn quickly, and contribute effectively to team success. Seeking an opportunity in a reputable organization to utilize and further develop my customer service and technical support skills.

Education

CBSE BOARD, P.R International School

10TH PASSED - PCM

Ghazipur, Uttar Pradesh

UP BOARD, M.B.S Intermediate College

12TH PASSED

Ghazipur, Uttar Pradesh

Experience

Tech-Fi Technologies Pvt Ltd

Customer Chat Support

Aug 2025 - Dec 2025

Gurugram, Haryana

Customer-focused support professional with hands-on experience managing and resolving queries through multi-application chat support. Responsible for handling customer issues across ShareChat, Moj, Quick TV, and Vibely, ensuring timely, accurate, and friendly assistance. Skilled in managing multiple chats simultaneously, understanding user concerns, troubleshooting app-related problems, and providing clear resolutions. Known for strong communication, patience, and the ability to maintain high customer satisfaction in fast-paced environments.

iEnergizer IT Services Private Limited

Customer Service Representative

Jul 2024 - Aug 2025

Gurugram, Haryana

Over 1 year of progressive experience in customer service and operations, starting as a Customer Service Executive, handling high-volume inbound calls and resolving customer queries with efficiency and accuracy. After 6 months, promoted to L2 – Service Returns Team, where responsibilities included guiding customers through refund processes for both electronics and non-electronics products, ensuring smooth and timely resolutions. Within 3 months, earned another promotion to Retail – Flipkart (Vendor Support), managing vendor relationships, coordinating return shipments, and ensuring all returned products reached the vendors safely and without discrepancies. Demonstrated strong communication, problem-solving, and service-oriented mindset throughout all roles.

Language

English

Hindi