

Karishma Satishkumar Makhija  
**E-Mail:** - *karishmakhija4892@gmail.com*  
**Contact:** +91-8983526263/ 8329022969

---

### **Career Objective:**

Secure a position with a leading organization that will be lead to a long time career relationship.

### **Educational Background:**

Qualification	Year of passing	Percentage	University/Board
Bachelor of Commerce (Banking & Insurance)	2014 – 2017	First class	Mumbai University
H.S.C	February 2014	First class	Mumbai University
S.S.C	March 2012	First class	Maharashtra Board

### **Professional Abilities:**

- Grasping new things & utilizing them in effective manner.
- Strong motivational & leadership skills.
- Ability to work as in individual as well as in group.
- Ability to perform best even in difficult situation.
- Excellent communication skills.

### **Technical Skills:**

- Basic computer knowledge
- MS-CIT
- Tally ERP 9

### **Work Experience:**

- Worked at IKS(INVENTURUS KNOWLEDGE SOLUTIONS) from June 2017 till Oct 2018
- Worked at GEBBS SOLUTIONS from Nov 2018 to Nov 2019 as SENIOR AR(FACILITIES)
- Working at XPO LOGISTICS from Dec 2019 to Feb 2021 as SENIOR CCA.

### **JOB RESPONSIBILITIES**

- Respond to customer queries in a timely and accurate way, via phone, email or chat
- Identify customer needs and help customers use specific features
- Analyze and report product malfunctions (for example, by testing different scenarios or impersonating users)
- Update our internal databases with information about technical issues and useful discussions with customers

- Monitor customer complaints on social media and reach out to provide assistance
- Share feature requests and effective workarounds with team members
- Inform customers about new features and functionalities
- Follow up with customers to ensure their technical issues are resolved
- Gather customer feedback and share with our Product, Sales and Marketing teams
- Assist in training junior Customer Support Representatives
- Achieved and maintained the KPIs set by the company to boost the team performance
- Experience of team-handling as a SME, helped team members to achieve their individual and team targets

**Strengths:**

- Honest.
- Determined towards work.
- Positive Thinker

**Personal Details:**

Date of Birth	:	26-12-1996
Marital Status	:	Unmarried
Languages Known	:	English, Hindi, Sindhi

(Karishma s Makhija)