

# PANKAJ KUMAR RAY

## Customer Support Executive

Phone : 09205905491

Date of Birth : 06/12/2004

Email : pankajray8285@gmail.com

Gender : Male

Address : Chhajarsi Sec 63 Gali No. 4 Near SJM Hospital, Noida,  
Uttar Pradesh.

Marital Status : Single

Nationality : India

Experienced professional with 19 Months of success serving as a primary point of contact for customers in a fast-paced, voice-based process. Excels at actively listening to problems, clarifying complex issues, and quickly delivering reliable solutions, consistently meeting targets for customer satisfaction and operational efficiency. Possesses proven core abilities in critical thinking, clear communication, and meticulous process management crucial for adapting to and excelling within any demanding technical or analytical environment.

### Work Experience

April 2024 -  
November 2025

**Customer Support Executive**

Adroit Synergies Pvt Ltd

Noida, Uttar Pradesh

As a Customer Support Executive in an inbound voice process at Airtel Payments Bank, I managed high-volume customer interactions focused on resolving banking and service-related queries. My core Key Responsibility Areas (KRAs) involved maintaining exceptional customer satisfaction by actively listening, displaying empathy, and addressing complex issues with politeness and clarity. I successfully resolved queries related to accounts, transactions, and service features, ensuring every interaction resulted in a high degree of problem resolution while adhering strictly to quality and compliance standards.

### Education

July 2025 -  
Till Date

**BA - School Of Open Learning ( Du SOL )**

BA (PROG) MATHEMATICS (Major) With COMPUTER APPLICATIONS (Minor)

Delhi, Delhi.

May 2020 -  
August 2021

**PCM - Shambu Dayal Inter College, Ghaziabad**

12th

Ghaziabad, Uttar Pradesh.

March 2018 -  
April 2019

**PCM - Gyanoudya Modern Senior Secondary School Shanti Nagar GZB**

10th

Ghaziabad, Uttar Pradesh.

## Skills

HTML	★★★★★☆☆	Java Script	★★★★★☆☆
CSS	★★★★★☆☆	Empathy And Patience	★★★★★☆☆
Active Listening	★★★★★☆☆	Clear Communication	★★★★★☆☆
SEO Fundamentals	★★★☆☆☆☆	Analytics & Reporting	★★★☆☆☆☆
SEO Tools	★★★☆☆☆☆	Basic Web Knowledge	★★★☆☆☆☆
Optimization	★★★☆☆☆☆	Excel	★★★☆☆☆☆

## Hobbies

Scrolling Internet

Watching Movie

Cycling

## Referees

Available on Request