**Aakash D Chaudhary**

**Ahmedabad, Gujarat**

**Mobile: 8000295052,8905201575**

**[chaudharyaakashdc82@gmail.com](mailto:chaudharyaakashdc82@gmail.com)**

**Work history:**

**Aegis**

**Customer care executive 2010-2011**

* Service as a basic point of contact for customers with complaints, queries, request, feedbacks etc
* Excellent time manager
* Able to plan and meet goals
* Experience in professional staffing
* Relationship builder
* Focus on customer service

**Axiom**

**USA Process 2011-2016**

* Outbound Process

**Tech Mahindra, Ahmedabad March-2017 – Oct-2019**

**Customer Care Executive**

* Service as a basic point of contact for customers with complaints, queries, request, feedbacks etc
* Prepares daily reports on the daily activities of Customer Care team
* Ensures that all the request, queries and complaint of customer are responded in a timely and professional manner
* Develops as well as maintains the relationship with external parties
* Responsible for proper scrutiny and recording of the complaints received from customers
* Conducts research and complies answers for informational request from external customers

**Eposguru Pvt. Ltd. March- April 2020**

**Outbound Process (UK)**

**Lintel Technologies Pvt. Ltd. Oct 2020 - Mar 2021**

* **Customer Care Executive, RTA & Floor Supervisor**
* **Inbound call Handing (US)**

**Education: Graduate (B. A)**

**Skills:**

* Good Communication and interpersonal skills
* Excellent time management and organizational skills
* Good knowledge of Microsoft Outlook, excel and Internet Explorer
* Ability to deal with external and internal customer support in a professional manner
* Quick learner, detail oriented and ability to adapt to new processes in limited time frame
* Multi-tasking skills and ability to work under pressure