

# ROHIT RANJAN

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## CUSTOMER EXPERIENCE SPECIALIST SUMMARY

- Guide the student and parent throughout their academic journey by closely monitor and analyze students performance dashboard through valuable content and right resources.
- Leverage multiple communications channels (calls , chat ,video ) to mentor and engage with students and parents.
- Getting leads on lead-square ,to book demos for renewal or for up-gradation of the course .

## WORK EXPERIENCE

### Mangal Electrical Industries pvt Ltd

**July 2020 - November 2021**

#### Quality support Engineer

To work towards monitoring OEE and quality improvement through Kaizen activities ,5s , and Poka -Yoke.

To manage a department of more than thirty person where brazing , riveting , and assembly is done to manufacture circuit Breakers .

To visit customer sites during any product fault issue and signing or taking MOM of the meet.

To update the top management through MIS and daily incoming & in-process sheets.

### Desire Energy (Integrated water Management)

**November 2021 - May 2022**

#### Tenchnical support Executive Enginner

To work on execution of data & real time monitoring water distribution and transmission management i.e daily progress report generation ,Team leading to run the project .

Inventory Management

To assign daily task to field team & supervisor and maintaining records for operation and maintenance of the project .

### Byju's student success specialist

**May 2022**

Till continue

## EDUCATION

### SB High School Keotsa, Baruari , Bihar

**May 2013 - May 2014**

#### Matriculate

2nd Division.

### R.N.S Inter College

**May 2014 - May 2016**

#### Intermediate

1st Division

### Arya college of Engineering & I.T ,Jaipur

**July 2016 - July 2020**

#### B tech (Electrical Engineering )

1st Division

## SKILLS & PROFICIENCIES

custome Relationship Management (CRM),  
Customer support, Customer Retention,  
Cusatomer Esclation Management , Ms Word  
, MS PowerPoint, Salesforce , Lead square,  
ERP, PLCs,DBMS,Presentation

