



Key skills

- Customer Support
- Customer Relationship
- Customer Service
- Customer Care
- Technical Support
- Client Satisfaction
- Customer Handling
- Operations
- BPO



Personal Information

City **Jaipur**

Country **INDIA**



Languages

- English
- Hindi

Sunil Choudhary

Process Associate



3 Years 5 Months



(+91) 8890320610



sunil97jat@gmail.com



Profile Summary

I possess more than a one year of expertise in customer support via chats and emails. I also have an in-person sales experience of 1.4 years. I accept tasks as challenges and complete them at the earliest with precision. I am a quick learner and workaholic person.



Education

M.A, 2023

Rajasthan
University

B.A, 2021

Rajasthan
University

12th, 2015

Rajasthan, Hindi

10th, 2013

Rajasthan, Hindi



Work Experience

Dec 2021 - Jul 2024

Process Associate
Activant Solutions

- Managed stock for digital gift cards and ensured consistent availability for client's website

- Interacted with customers through live chat support, resolving their queries and issues in a timely manner

- Created tickets for customer issues and provided swift and effective resolutions

- Maintained proactive communication with the client, addressing ongoing business issues and facilitating immediate implementation of changes

- Rejoined the organization after a 2-month break, currently handling inbound chats for a prominent courier company client

- Directly liaising with the client via email, ensuring seamless communication and addressing client's concerns

- Responsible for managing customer queries across all social media platforms, ensuring prompt and satisfactory resolutions

Apr 2019 - Sep 2020

Branch Relationship Executive

Bank of Baroda

Credit Card Sales and Support