

# SUNIL CHOUDHARY

*Process Associate | Operations and Customer Support Specialist*

📍 Jaipur, India 302020 📞 +91 8890320610 ✉️ [s8890320610@gmail.com](mailto:s8890320610@gmail.com)

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## Summary

Dynamic Process Associate with a proven track record at Activant Solutions, excelling in customer support and leveraging AI tools for operational efficiency. Achieved over 95% query resolution and significantly enhanced client relationships. Expert in e-commerce platforms and adept at data analysis, demonstrating exceptional problem-solving and interpersonal skills.

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## Skills

- E-commerce expertise
  - Customer support
  - AI Tools and Technology
  - Data Analysis
  - Operations Management
  - E-commerce platforms
  - Experience with AI Applications
  - Experience with CRM Technologies
  - MS Office Suite
  - Collaboration Tools
  - Tool Utilization Expertise
  - Dispute resolution
  - Quality assurance
  - Inventory management
  - Feedback implementation
  - Client relationship management
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## Experience

### *Activant Solutions*

**December 2021 - July 2024 Process Associate**

- Delivered real-time customer support via live chat, resolving 95% of queries Efficiently
- Managed inventory for digital gift cards, ensuring 100% stock availability on client platforms
- Logged customer issues and ensured prompt resolutions
- Acted as a liaison with clients via email to address concerns and implement Updates

- Leveraged AI tools for website updates, content creation, debugging, and workflow optimization
- Managed customer interactions across social media platforms, ensuring prompt responses

### ***Bank of Baroda***

#### **April 2019 – September 2020 Branch Relationship Executive**

- Spearheaded credit card sales, achieving and surpassing monthly targets
- Built long-term relationships with clients, increasing cross-sell opportunities by 25%
- Conducted onboarding and follow-up sessions to improve customer satisfaction
- Resolved customer queries via chats and phone calls

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## **Education**

***Master of Arts (M.A.)***  
**2023 Rajasthan University**

***Bachelor of Arts (B.A.)***  
**2021 Rajasthan University**

***Senior Secondary Education***  
**2015 Rajasthan Board**

***Secondary Education***  
**2013 Rajasthan Board**

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## **Certificates**

***RS-CIT***  
**Rajasthan Government**

***Golden Certificate in Office Administration***  
**ICICI Academy for Skills, Jaipur**

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## Languages:

Hindi (*Native*)

English (*Proficient*)

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## Portfolio & Website:

**LinkedIn:** [www.linkedin.com/in/schoudhary71](https://www.linkedin.com/in/schoudhary71)

**Website:** [www.sunilchoudhary.in](http://www.sunilchoudhary.in)

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## Additional Professional Experience

### Client Outreach and Onboarding Specialist

*Activant Solutions*

- Conducted targeted outreach campaigns using LinkedIn and company databases to identify CEOs and business heads of medium-sized enterprises.
- Presented the company's services effectively, leading to the successful arrangement of meetings between potential clients and the company's business head.
- Collaborated on creating impactful presentations and strategic growth initiatives to enhance the company's market presence.

### Training and Team Supervision

*Activant Solutions & Bank of Baroda*

- Trained new hires with hands-on guidance, providing practical knowledge and resolving queries during onboarding and probation.
- Supervised new team members, ensuring a smooth transition into their roles and continued professional growth post-probation.
- Acted as a mentor and point of contact for trainees, fostering a culture of learning and accountability.

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## Additional Information

**Work Setup:** Flexible for both remote and in-office environments.

**Adaptability:** Experienced in working across different time zones.

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**Declaration:** I hereby declare that all the information provided above is true to the best of my knowledge and belief.

Date:

Place: Jaipur, India

Signature:

(Sunil Choudhary)

