
HARSH MAURYA

SALES ASSOCIATE

Bahadurgarh, Jajjar, Haryana, India 124507 ♦ +919350893517 ♦ mauryaharsh5777@gmail.com

PROFESSIONAL SUMMARY

Dynamic customer service professional with a proven track record at Ekart Logistics, adept at resolving conflicts and enhancing customer satisfaction. Skilled in problem-solving and CRM, I foster strong relationships that drive repeat business and loyalty. My expertise in active listening and product knowledge ensures tailored solutions for diverse customer needs.

EDUCATION

Bachelor Of Computer Applications
Maharishi Dayanand University - Delhi

12th: 05/2024

Nav Jyoti High School - Bahadurgarh, Jhajjar, Haryana

10th : 05/2021

M.S. High School - Bahadurgarh, Jhajjar

SKILLS

Customer service

Problem-solving

Active listening

Product knowledge

Call management

Customer relations

Ms Office basic knowledge

WORK HISTORY

Customer Service Representative, 11/2024 - 04/2025

Ekart Logistics – Bahadurgarh, Jhajjar, Haryana

- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
- Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.
- Responded to customer requests for products, services, and company information.

Sales Associate, 04/2024 - 09/2024

Reliance Retail – Bahadurgarh, Jhajjar, Haryana

- Built relationships with customers to encourage repeat business.
- Solved customer challenges by offering relevant products and services.
- Assessed customer needs and utilized suggestive selling techniques to drive sales.