

Nitin Kumar

Customer Support Executive - Operations

Gurugram (Haryana), India | Email: nitinkumarr02944@gmail.com | Phone: +91-8076500744

❖ Objective:

Dedicated and customer-focused professional with expertise in **customer support, logistics coordination, and social media management**. Adept at handling customer inquiries, optimizing logistics operations for timely deliveries, and leveraging social media to enhance brand engagement. Skilled in problem-solving, communication, and data-driven decision-making to improve customer satisfaction and streamline operations. Seeking a dynamic role where I can combine my customer service skills, logistics expertise, and social media knowledge to drive business success.

❖ Professional Experience:

LMEV Logistics Private Limited (Wayo), Gurugram, India

Logistics Executive (On-Site), September 2024 – Present

- Handling customer inquiries with a problem-solving approach to ensure satisfaction.
- Optimizing **logistics operations** to ensure **timely deliveries** and efficient supply chain management.
- Coordinating with customers who have given low ratings to gather feedback and improve service quality.
- Taking **necessary actions** for drivers based on customer feedback to enhance overall service standards.
- Utilizing **social media** and direct communication channels to engage with customers and address concerns effectively.

Wheelseye Technology India Private Limited, Gurugram, India

Customer Support Executive (On-Site), March 2022 – August 2024

- Handling customer inquiries related to GPS tracking, Fast Tag, and Diesel Sensors, ensuring prompt issue resolution.
- Assisting customers with troubleshooting and technical support for GPS and fuel monitoring systems.
- **Optimizing logistics operations** by working closely with the **Marketplace team** to enhance efficiency.
- Coordinating with vendors and transport partners to ensure **smooth and timely deliveries**.

Anduril Technologies Private Limited, Gurugram, India

Customer Support Executive, September 2017 – February 2019

- **Managing Bluedart's PAN India orders**, ensuring timely and efficient deliveries.
- Overseeing the **delivery of railway tickets** and handling customer inquiries related to **BookMyTrain** services.
- Revolutionizing online ticketing by introducing **Cash on Delivery (COD)** payment options for railway tickets.

- Enhancing accessibility for a **large population without net banking or cards**, encouraging online ticket booking.
 - Aiding the transition from **physical reservation counters to online booking**, reducing congestion at railway offices.
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❖ **Education:**

- ✓ Bachelor of Arts from IGNOU (Completed)

❖ **Skills:**

- Quickly adjusting to new challenges, technologies, and customer needs.
 - Teamwork and Organizational Development.
 - Clearly conveying information to customers and team members.
 - Convincing customers to adopt solutions or services.
 - Identifying issues and implementing effective resolutions.
 - Building strong customer relationships with empathy and a positive approach.
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❖ **Declaration:**

Motivated to join an esteemed organization where I can deploy my skills and dedication to drive growth and success. I certify the accuracy and truthfulness of the information provided in this resume.

Nitin Kumar

Gurugram