



## KEY SKILLS

Financial Acumen

Technical Troubleshooting

Data Analysis

General Management

Business Analytics

Customer Service

Communication

Collaboration & Teamwork

Problem-Solving

Time Management

Process Guidance

Advanced Excel



## CERTIFICATE

Certificate in Advanced Excel  
(2024)  
*Internshala*



## LANGUAGES

English  
*Full Professional Proficiency*

Hindi  
*Native or Bilingual Proficiency*



## PERSONAL DETAILS

- Date of Birth: 15-Aug-1999
- Nationality: Indian
- Gender: Male
- Marital Status: Unmarried

# RAJ CHAWDA

Dynamic and results-driven professional pursuing an MBA in Finance and Business Analytics, complemented by a B.Sc. in Chemistry and Biology. Proficient in communication, management, problem-solving, and time management with a proven ability to deliver excellence in customer service. Demonstrates strong work ethics and advanced proficiency in Microsoft Excel, ensuring seamless business operations and decision-making. Seeking to leverage analytical acumen and management expertise to contribute to organizational success.

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## WORK EXPERIENCE

### Customer Support Executive Arihant Capital Pvt. Ltd, Indore, MP

06/2022 - 06/2023

*Achievements/Tasks*

- **Customer Interaction** : Managed customer inquiries via phone, email, chat, and social media, ensuring prompt and professional assistance.
- **Issue Resolution** : Diagnosed and resolved technical issues while guiding customers through necessary processes.
- **Customer Insights** : Collected and analyzed feedback to enhance products and services.
- **Cross-functional Collaboration** : Coordinated with internal teams to ensure swift issue resolution and improve the overall customer experience.



## EDUCATION

### Master of Business Administration (Finance and Business Analytics)

St Andrews Institute of Technology and Management,  
Gurugram, Haryana

2023 - 2025

### Bachelor of Science (Chemistry and Biology)

Swami Vivekanand University, Sagar, Madhya Pradesh

2017 - 2020

### Diploma in Computer Applications (DCA) MMYVV

2018

### HSC / 12th Grade (PCB)

Madhya Pradesh Board of Secondary Education

2017

### SSC / 10th Grade

Central Board of Secondary Education

2015