

SAHIL ARORA

CUSTOMER SUPPORT PROFESSIONAL

OBJECTIVE

Dedicated and empathetic **Customer Support Specialist** with over **7 Years of experience** in delivering exceptional service across diverse lines. Proven ability to resolve complex customer issues, enhance satisfaction, and maintain high retention rates. Skilled in **CRM systems via phone and email support**. Seeking to leverage my communication skills and problem-solving abilities to contribute to a customer-centric organization focused on excellence and growth

EXPERIENCE

RADICAL MINDS

DEC 2024 - Jul 2025

- Delivered prompt and empathetic support to customers via phone and email resolving inquiries with a **95%+ satisfaction rate**
- Handled an average of **200 support tickets per day** while maintaining high accuracy and adherence to service-level agreements (SLAs)
- Identified recurring customer issues and collaborated with product and technical teams to implement **long-term solutions**
- Managed escalations with professionalism and urgency, ensuring customer concerns were addressed at the highest level
- Conducted **post-resolution follow-ups** to ensure customer satisfaction and gather feedback for service enhancement

PROPRIETOR- OWNER

FEB 2017 - NOV 2024

- Results-oriented footwear shop owner with over **7 years of experience in retail operations**, sales management, and team leadership
- Adept at **driving daily sales to consistently exceed** breakeven targets through strategic planning and customer engagement
- Skilled in supervising staff, verifying purchases, managing inventory, and ensuring smooth day-to-day operations
- Proven ability to optimize store performance, enhance customer satisfaction, and maintain **accurate financial records**
- Committed to **delivering quality service** and fostering a productive retail environment

CONTACT

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ABOUT ME

I am a passionate and results-driven Customer Support Specialist with over 7 Years of experience in delivering high-quality service and building strong customer relationships. Known for my ability to resolve issues efficiently, communicate clearly, and maintain a calm, empathetic demeanor in high-pressure situations. My goal is to contribute to a team that values customer-centricity and continuous improvement.

EDUCATION

UNIVERSITY OF DELHI, 2016

Bachelor's of Commerce

SKILLS

Customer Relations

Active Listener

Cross-functional communication

Upselling and cross-selling

Sales Support

Multilingual support (English, Hindi and Punjabi)

CRM system Experienced