**RESUME**

**NIKHIL KUMAR SHAW**   
Islampur village sector-38  
Gurgaon (Haryana 122001)  
8750461597  
[nkshaw789@gmail.com](mailto:nkshaw789@gmail.com)

**Career Objective**

Motivated and customer-focused professional with 1 year of experience in voice-based calling roles. Skilled in handling customer queries, resolving issues, and maintaining high satisfaction levels. Seeking to leverage my communication skills and service mindset in a dynamic customer support or telecalling environment.

**Professional Experience**

**Customer Service Executive**  
Hindustan wellness   
sector 44 plot no.107 Gurgaon Haryana

* Handled inbound/outbound customer calls related to [product/service] inquiries and complaints.
* Maintained accurate customer interaction records in the CRM system.
* Achieved a 90%+ customer satisfaction rate consistently.
* Followed up with clients to ensure their issues were resolved.

**Academic Qualification**

|  |  |  |
| --- | --- | --- |
| Haryana board | 10th | 100% |
| Haryana board | 12th | 70.6% |
| Pursuing DSD (Dronacharaya collage) | B.COM | Graduation |

**Personal Profile**

Father Name- Kaliash Shaw  
Mother Name- Rekha Shaw

Marital Status- Unmarried

Date of Birth- 21-09-2004

**Skills**

* Excellent verbal communication
* Problem-solving
* Active listening
* Time management
* Basic computer skills (MS Excel and MS Word)

**Languages**

* Basic English
* Hindi – Fluent

**Strengths**

* Patience and empathy while dealing with customers
* Ability to work in fast-paced environments
* Quick learner and adaptable
* Good Strength of working with team
* Strong ability to work creative and determination

**Declaration**

I do here by declare that the statement made in this document are true to the best of my knowledge and belief.