

Curriculum vitae

Rajesh Singh Chauhan

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CAREER OBJECTIVES

To work in an organization where I will be able to contribute to the organization's growth and in return will get an opportunity to gain exposure and expertise that will help me to build up a strong and successful career.

EXPERIENCE

Inter Globe Technologies (IGT)

I had worked with **Indigo Airline Process (Semi - International)** being a **Process Associate** since Dec 2016 to Dec 2017.

Key Responsibility Area

- Attracts potential customers by answering product and service questions; suggesting information about **products and services**.

- Processing New **Corporate PNR's**, modification into existing Corporate PNR's to fulfill customer

- **Ensuring customer satisfaction.**

Key Responsibility Areas

- Customer Satisfaction Score or CSAT.

- Customer retention.

- Conversion rate.

- Average Resolution Time(AHT).

Times Internet Limited

I joined **Times Internet** since June 2018 as a **Senior Officer** in under ETMONEY and working till 1st september 2020.

Key Responsibility Area

- **Document Verification.**

- Doing proper follow up with Applicants.

- **Team Support, preparing rosters.**

- Reprocessing the cases which were marked as Incurable or Reject/HNI by financing partner.
- Need to communicate with the higher management to prepare a strategy for operations to run efficiently.
- Ensuring customer satisfaction & coordination with service & sales team.
- Updating daily MIS from financing partner & sharing daily reports.

COMPUTER SKILL

- Basic Knowledge of Computer & MS office.

EDUCATIONAL QUALIFICATION

- Metric "2009" (10th from **CBSE Board**, New Delhi with 70%)
- Senior Secondary "2011" (12th from **CBSE Board**, New Delhi with 53%)
- BBA "2014" (**Bachelor of Business Administration**) Completed from **Kurukshetra University**, Kurukshetra Haryana and secured 57%

TRAINING

- One year under administration department Ballarpur Industries Limited (BILT) Yamuna Nagar Haryana.

KEY STRENGTHS

- **Problem-solving and decision-making**
- **Teamwork (Teampayer)**
- **Plan, and prioritize work**
- **Hard Working**

PERSONAL DETAILS

Father's Name : Mr Jagbir Singh Chauhan

Mother's Name : Mrs Maya Devi

Date of Birth : 01 June **1994**

Sex : Male

Unmarried

Nationality : **Indian**

Language proficiency Hindi - Read and Write, English - Read and Write, Garhwali

Hobbies Playing **Snooker, Travelling**, Listening songs