

Ajit Malik

Customer Success & Operations Specialist | 3+ years experience | Client onboarding | Retention | Process optimization | Escalation management | Cross-functional collaboration | Driving customer satisfaction & business results

📍 Bhubaneswara, Odisha 📞 (+91) 7016354226 🎬 ajitmalik254862@gmail.com

◦ Profiles ◦

LinkedIn: ajitmalik

X: Ajitmalik18

Facebook: ajitmalik2

◦ Certifications ◦

Zendesk Customer Service Professional

Certificate

Zendesk

January 2026

🔗 <https://www.linkedin.com/learning/c...>

The Service Mindset: Enhancing Your Customer-Centric Skills

LinkedIn

January 2026

🔗 <https://www.linkedin.com/learning/c...>

◦ Education ◦

Biju Patnaik University of Technology

Electronics and Computer Engineering

8.10 CGPA

B. Tech

May 2019 - May 2023

🔗 <https://bit.ly/ajit2023>

Government Junior Science College

Science (PCM, IT)

Higher Secondary

April 2017 - April 2019

N.C High school ,Badamulabasanta

7.2 cgpa

BSE ,10th

April 2014 - April 2016

◦ Languages ◦

English

Proficient as work & communication medium

Hindi

Proficient in establishment of communication

Odia

Native Speaker

◦ Skills ◦

Customer Escalation Management

Communication & Problem-Solving

CRM & Microsoft Office Proficiency

Salesforce, freshdesk, Zendesk, Zoho, HubSpot

Experience

Product Support Specialist

Inbox Automate(Remote)

April 2025 - Present

- Delivered end-to-end SaaS product support, resolving 50+ client issues weekly with 95% customer satisfaction through timely troubleshooting and proactive solutions.
- Configured 100+ domains, DNS records, and email authentications (SPF, DKIM, DMARC), reducing setup errors by 30% and ensuring high deliverability compliance.
- Supported CRM and cold email tool integrations, optimizing workflows and boosting campaign success rates by 20%.
- Collaborated with cross-functional teams to streamline workflows, enhance service delivery, and improve client retention.

Skills: SaaS Support, Troubleshooting, CRM, DNS & Email Authentication, Google Workspace, Outlook

🔗 <https://tinyurl.com/Ajit-offerletter>

INDmoney

Executive Support & operations (GIFT city, Gujarat)

Jan 2025 - April 2025

- Developed and nurtured long-term client relationships, implementing engagement strategies that drove a 15% increase in customer retention.
- Optimized and streamlined operational processes, reducing client onboarding time by 25% and improving overall efficiency.
- Delivered expert technical and functional support for trading platform, portfolio management systems, and investment tools to ensure a seamless client experience.

🔗 <https://bit.ly/INDmoney2>

Think and Learn Pvt. Ltd

Success Specialist - Retention & escalation (Remote)

September 2023 - January 2025

- Managed 100+ executive-level and social media escalations per week, driving a 90% resolution SLA through proactive problem-solving.
- Managed and resolved customer cancellation requests with empathy, implementing retention strategies that reduced churn and improved customer retention by 10%.
- Coordinated cross-functional teams to streamline payment processing, optimize operations, and enhance customer communication for improved efficiency.

• Customer Support • Critical Thinking • Customer Relationship

🔗 [designation update letter](#)

Physics Wallah

Support Specialist Intern (Bhubaneswar)

April 2023 - Aug 2023

- Resolved queries for 1,000+ students, achieving a 95% resolution rate through effective communication and problem-solving.
- Managed high-volume inbound and outbound calls to facilitate inter-team coordination and ensure seamless communication.

🔗 <https://bit.ly/3sHGtMc>