






# Ajit Malik


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

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## ◦ Profiles ◦

 ajitmalik

 Ajitmalik18

 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>