**Janak Raj Ojha  
Kathmandu, Nepal  
Phone: 9865852926 | Email: ojhajanak777@gmail.com  
LinkedIn: linkedin.com/in/janakoza**

# Professional Summary

Motivated and detail-oriented Customer Support professional with hands-on experience in client communication and issue resolution. Possess a strong foundation in digital marketing, content writing, and graphic design, with a passion for delivering high-quality service and enhancing customer satisfaction.

# Professional Experience

## Customer Support

CrazyTopup – New Delhi, India  
January 2024 – February 2025

* - Provided timely and effective support to customers via chat, email, and phone.
* - Resolved technical and account-related queries, ensuring high customer satisfaction.
* - Collaborated with internal teams to improve service processes and documentation.
* - Maintained detailed logs of interactions to ensure issue tracking and follow-up.

# Education

## Bachelor of Computer Applications (BCA)

Greenfield National College – Kathmandu, Nepal  
Graduated: 2024

# Skills

Digital Marketing, Content Writing, Graphic Design