

AKSHANSH KUMAR

PERSONAL DETAILS

Vill. & Post-Barshu, 251201 Khatauli

akshanshsaini888@gmail.com, +918755008102

Date of birth: April 14, 1997

Gender: Male

Nationality: Indian

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EDUCATION

10th Jun 2011

U.P Board Allahabad

12th Jun 2013

U.P Board Allahabad

BBA Jun 2016

CCS University Meerut

MBA Jun 2019

AKTU

EMPLOYMENT

Customer Care Executive Oct 2019 - Feb 2021

IENERGIZER

Handle customer complaints, provide appropriate solutions and alternatives within the time limits follow up to ensure resolution.

Keep records of customer interactions, process customer accounts and file documents.

Follow communication procedures, guidelines and policies.

Take the extra mile to engage customers.

Executive Mar 2021 - Present

PINE LABS

My role is to engage with the merchant on call in order to:

Drive activation

Proactive assistance for issues if Any

Avoid Churn

Raising request for merchant's issues and coordinating with internal team members for prioritizing the issues like amount remittance and VAS activation etc. Efficient work on tools (Salesforce, TRM, PCUI, Navision, Pine Catalog Creation) and give the quickest response to the Merchants.

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SKILLS

Navision

Microsoft Power Point

Microsoft excel

Hard working

Self motivated

Salesforce

Microsoft word

Quick learner

Proactive

goal oriented

LANGUAGES

English Hindi

HOBBIES

Sports

outdoor activities

exercise

SUMMARY

Skilled customer service professional with over 3 years of successful client services, management and leadership experience. Dedicated to bettering the customer experience with reliable product education, timely assistance, helpful feedback and respectful conflict management response