

# Gopinath Gajula

## CUSTOMER SERVICE

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### SUMMARY

A motivated team player with outstanding communication skills who can confidently address customer queries and smoothly manage tricky customer service issues.

### EXPERIENCE

#### Customer Service Executive | TruckSumo

July, 2015 - Present

- Responsible for customer satisfaction, handholding new customers and dispute resolution.
- On-boarded multiple customers by understanding their needs and suggesting the best possible solution.
- Resolved multiple disputes by acting as a mediator between customers and driver partners.
- Regularly collected and shared feedback on errant drivers and customers with the Operations and Sales teams respectively.
- Delivered significant improvements to customer satisfaction by identifying recurring customer issues and highlighting them to the senior management.
- Worked as a team to drive customer satisfaction from 80% to 94% in 6 months.

### EDUCATION

- B. Tech in I.T from Nova College of Engineering & Technology | 2009 – 2014
- Major project: In-depth analysis of malware network behavior using Sand Net

### OTHER SKILLS

- Proficiency with Microsoft Office suite
- Written & verbal fluency in English, Hindi and Telugu
- Knowledge of administrative procedures
- Good presentation skills. Presented papers on touch screen technology at the inter-college level.