

Muskan Mourya (B.Tech – CS)

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SUMMARY

Aspiring Customer care executive & marketing expert with a B.tech from RGPV University. Seeking an Entry level position to leverage Proven problem-solving abilities and teamwork experience. Eager to contribute to innovative projects and expand my communication expertise in a dynamic environment.

TECHNICAL ACADEMIC RECORDS

Bachelors of Technology - Computer Science | Jul 2020 - Jun 2024

Gyan Sagar College of Engineering, Sagar

- CGPA: 74/10

PRIMARY ACADEMIC RECORDS

Higher Secondary Certification (HSC) - Mathematics | Sep 2018 - Jun 2020

Govt. Higher Secondary School, Sagar

Scored 63%

High School Certification | Sep 2017 - Jun 2018

Govt. Higher Secondary School, Sagar

Scored 76%

SKILLS

Languages: C, C++, OOPS, Python

Web technologies: HTML5, CSS3,

Soft Skills: Problem Solving, Teamwork, Strategic Communication

Familiarity with call center software (e.g., CRM systems like Salesforce, Zendesk)

Typing speed and accuracy

Multitasking with computer applications in

Microsoft Office Suite (Word, Excel)

EXPERIENCE

Customer Service Representative

Scofit Fintech Private Solutions, Indore, India

oct 2023– june 2024

- Resolved over 60 daily customer issues by delivering tailored solutions and assistance, improving satisfaction scores by 30%.
- Used CRM software to track and record interactions, ensuring accurate documentation and seamless service.
- Trained new team members on call center protocols, increasing team efficiency by 15%.

Chief Revenue Officer (CRO)

Company Name — Bharti Airtel Indore India

Month Year - Aug 2024– Dec 2024

- Led initiatives aimed at improving customer engagement, resulting in a 20% increase in customer satisfaction scores through targeted interaction strategies.
- Implemented data-driven customer interaction processes, optimizing the sales funnel and improving conversion rates.
- Worked closely with cross-functional teams to develop personalized communication strategies that enhanced customer relationships and retention.
- Spearheaded customer feedback loops and incorporated insights into product development, increasing customer loyalty by 15%.
- Managed and mentored a team focused on customer success, fostering a collaborative environment to streamline support and improve response times.

MY SKILLSET

Possess a Creative, outgoing & exceptionally positive personality.

Positive attitude Towards work and great ability towards result oriented output

Excellent Communication

Well Versed in Software(s), not limited to, Powerpoint and MS Office

Excellent verbal and written communication

Active listening

Clear and articulate speaking abilities

Adaptability in communication style based on customer needs

LANGUAGES

English, Hindi

DECLARATION

It is hereby declared that all the information provided above, are true and necessary supporting documents shall be furnished by the undersigned, as and when required.

Date:

MUSKAN MOURYA

