

# Manav Thakur

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## Career Objective

Motivated and well-spoken BCA student aspiring to build a career in **Customer Support (Voice/Non-Voice)**. Strong communication skills, active listening, and the ability to stay calm under pressure. Committed to delivering excellent customer experiences, resolving queries efficiently, and maintaining a professional and positive attitude. Seeking an opportunity to contribute to a dynamic support team and grow within the organization.

## Education

### Bachelor of Computer Applications (BCA)

Maharishi Dayanand University, Rohtak

## Skills

### Customer Support Skills:

- Strong verbal & written communication
- Email / Chat / Voice support handling
- Active listening & empathy
- Conflict resolution & problem-solving
- Customer-first mindset
- Ability to manage high-pressure situations
- Professional and polite interaction style

### Technical Skills:

- MS Office (Word, Excel, PowerPoint)
- Basic CRM tools knowledge
- Computer fundamentals, OS, DBMS
- Ticket creation & issue tracking
- Internet & system troubleshooting

## Strengths

- Fast learner with adaptability
- Team-oriented and cooperative
- Professional attitude and discipline
- Strong time management
- Positive and calm personality
- Good interpersonal skills

## Languages

- English
- Hindi