


# Rajendra Pandey

Customer service

 [Introduction video](#)

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Vadodara

## Experience

### Customer service associate · Vertex customer management Pvt. Ltd.

Dec, 2015 - Sep, 2017

Here i was taking care of B2B customers of reliance telecommunication on behalf of vertex customer management . working working for NOC support team to identify the issue and getting that required opration executed from NOC support and report to decision maker about the same was job role , used software :- TOAD- to access the oracle server based data to find the current problem of MDN MS outlook- To communicate with team MS Excel- To process the data and enable the data to readable for machine as well I-care- to check MDN's account and finance , weather facing issue because of payment or else.

### Customer service & Support · Network techlab India Pvt. Ltd.

Feb, 2018 - May, 2021

Here i was taking care of 450+ B2B customer for emergency support in data center solution and electrical solution for the whole Gujarat. I was responsible to tackle the customer problem and provide the support and as reduce breakdown time to maximize objective of organization. While doing so i was using many of my skills like managing my team which contains 6 to 9 engineers and software expertise from remote. I was also responsible to take care of service cost on which we been rendering services.

### Distribution Support · Matish Healthcare

May, 2021 - Jun, 2022

Here i was working for making our relation extensively large and deep to continue with our ongoing product, where we can maximize our sales by milking that relation. Assigning and meeting new distributors to analyzing their capacity and suggesting them towards mutual growth. Also reviewing our monthly, quarterly and yearly sales to optimize our capacity and decide better objective for organization.

### Customer service · Synchronics electronics Pvt. Ltd.

Aug, 2022 - Present

Here i am taking care of B2B customer for industrial electronic customer and repair work from the globe. We are repairing most complex and critical semiconductor and programming equipment to optimize the production of our customer. Here i am managing relation of all customer related to commercial part of the company and also taking care of priority of customer in case emergency breakdown.

## Education

### BBA

63 (Grade) · Aug, 2018 - Jun, 2021 · BAOU

## Portfolio Links

