

ANKIT KUMAR

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Customer Service Executive

D-116 Rajdeep Tenament, near rudraksh rivera,
Vadodara 

SUMMARY

Dedicated and Client-focused customer service executive, acknowledged for talents in leading customers through difficult situations and providing plausible solution in a financial setting. Dependable and responsible contributor with strong work ethics and determination to succeed.

EDUCATION

NAVRACHANA UNIVERSITY
BBA
2018-2021

KENDRIYA VIDAYALA
High School
2007-2018

SKILLS

- Strong organizational and time-management skill
- Exceptional communication and interpersonal skills
- Ability to work independently and as part of a team
- Detail-oriented and able to handle multiple tasks simultaneously
- Active listener

PROFESSIONAL EXPERIENCE

Customer Service Executive
AIS | April 2022 - July 2022

- Effectively communicated and resolved customer inquiries.
- Implemented guidelines for admission call activities, enhancing process efficiency.
- Assisted teams in meeting sales targets by sharing best practices.
- Streamlined collection procedures with a strong focus on customer service.
- Negotiated client objections, turning them into sales opportunities.
- Responded professionally to customer calls, providing comprehensive product information and handling complaints.

Customer Support Executive
Concentrix (SBIC) | Aug 2021 - March 2022

- Provide customers with financial counselling, assist with lending services, and build relationships with existing customers to sustain high satisfaction ratings and retention.
- Delight customers, on and above call, by answering inquiries and questions, handling complaints, troubleshooting problems, and providing accurate and appropriate solutions.
- Handled team queries and provides proper resolution.