



## SUMMARY

Dedicated and skilled Customer Support Executive with 4.5 years of proven expertise in delivering exceptional customer service. Adept at understanding client needs and providing tailored solutions to ensure customer satisfaction. Proficient in handling diverse inquiries, resolving issues, and maintaining a positive, empathetic attitude. Strong communication and interpersonal skills, coupled with a track record of effectively collaborating with cross-functional teams to enhance service efficiency.

## EDUCATION

### Delhi University. (SOL)

Bachelor's Degree in Arts  
2017 – 2020

### Sarvodaya Vidyalaya

High School & Intermediate  
2015 – 2017

## SKILLS

- Excellent communication and interpersonal skills.
- Ability to handle multiple tasks and prioritize accordingly.
- Strong customer service skills and customer focus.
- Ability to work in a fast-paced environment.
- Ability to learn quickly and adapt to changing customer needs.

## PERSONAL INFORMATION

- Father's Name: Mr. Raj Soni
- Date of Birth: 25.Jul.2000
- Hobbies: Gyming, Listing Music
- Language: Hindi, English

## PROFESSIONAL EXPERIENCE

### Administration

GaurSons Pvt Ltd. | 2024 - Till Now

Dedicated to fostering a positive work environment and improving operational efficiency. Committed to supporting team members and contributing to the overall success of the organization by delivering exceptional administrative support.

Skilled in handling a wide range of administrative tasks, including managing schedules, organizing meetings, maintaining accurate records, and preparing detailed reports. Adept at managing correspondence, both internal and external, with a focus on professionalism and confidentiality.

### Senior Executive

Iqor Company. | 2023 - 2024

- Accomplished Senior Executive with 1 years of proven success in leading and managing international processes. Adept at delivering exceptional customer support solutions to a global clientele while fostering cross-cultural collaboration. Expertise in navigating complex challenges, optimizing workflows, and exceeding performance metrics. Skilled in mentoring and guiding teams to achieve peak performance. Known for a strategic mindset, exceptional communication abilities, and a track record of driving operational excellence in an international context.

### Subject Matter Expert (SME)

Tech Mahindra. | 2020- 2023

- Proven leadership and team building abilities.
- Excellent organizational and communication skills
- Ability to motivate and mentor team members
- Excellent problem-solving and decision-making skills
- Ability to work effectively in a fast-paced environment
- Ability to delegate tasks and meet deadlines
- Ability to develop and implement strategies and goals
- Proficient in Microsoft Office Suite and other relevant software