Saurabh Rajbhar

Customer Support Executive (Chat Support & UGC Moderator)

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PROFESSIONAL SUMMARY

Customer Support Executive with 1+ year of experience in **chat-based customer support** and **UGC content moderation**. Skilled in responding to customer queries via chat, resolving issues quickly, filtering inappropriate or policy-violating content, and ensuring a safe, smooth, and high-quality user experience. Strong attention to detail, excellent communication skills, and the ability to work effectively in fast-paced digital environments. Efficient in using **AI tools to speed up responses, improve accuracy, and handle multiple tasks smoothly**, increasing productivity and customer satisfaction.

WORK EXPERIENCE

Customer Support Executive (Chat Support & UGC Moderator)

Elamino Software Pvt. Ltd.
09/2024 – (Currently Working)

Key Responsibilities:

- Handled **customer queries exclusively through chat support**, ensuring fast and accurate responses.
- Resolved customer issues related to product usage, login problems, account issues, and general queries.
- Assisted users with product navigation, troubleshooting, and general support through message-based interaction.
- Monitored, reviewed, and moderated **user-generated content (UGC)** to ensure compliance with company guidelines.
- Identified, flagged, and removed inappropriate, harmful, or policy-violating content.
- Maintained a clean and safe digital environment by applying content moderation standards.
- Documented customer issues, feedback, and resolutions within CRM or internal tools.
- Escalated sensitive or complex issues to higher-level teams when required.
- Ensured high-quality customer experience by maintaining professionalism, empathy, and clarity in chat communication.

- Contributed to workflow improvements by sharing user feedback and common issue patterns with product teams.

OTHER EXPERIENCE

Full Stack Developer (MERN) – Project/Internship Background

- Worked with cross-functional teams, improving collaboration and problem-solving skills.
- Gained experience in understanding user requirements and building simple solutions.

PROJECTS

Online Appointment Booking System

- Built a basic desktop tool to help users manage appointments.
- Learned how to understand user issues and create practical solutions.

Student Management System

- Developed a data management tool for students and administrators.
- Strengthened logical thinking and user-centered design.

EDUCATION

B.Tech – Computer Science & Engineering
KMC Language University, Lucknow
CGPA: 7.4
2019 – 2023

Tools

- Mailchimp (Customer Support, Customer Issue Management)

- Email Support Tools

- Internal Company Dashboards / Support Panels

- MS Office (Excel, Word)

- Basic Software Troubleshooting

SKILLS

Customer Support Skills

- Chat-Based Customer Support
- UGC Content Moderation
- Policy Compliance & Safety Checks
- Email Support
- Troubleshooting (Basic Software Issues)
- Customer Empathy
- Documentation & Reporting
- Query Resolution
- Multitasking
- Time Management

STRENGTHS

- Excellent Written & Communication Skill
- Detail-Oriented (Good for moderation)
- Calm and Patient
- Quick Learner
- Team Collaboration
- Problem-Solving Approach