



Abhishek Upadhyay

Business Development Associate | Customer Support Executive

CONTACT

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EDUCATION

Bachelor in Business Administration

NIMAS, Kolkata
2017 - 2020

EXPERTISE

- Communication Skills (Verbal and Written)
- CRM Software
- Customer Service
- Product Pitching
- Cross selling and Upselling
- Product Knowledge
- Wireframes
- Target Oriented
- Team Collaboration
- Problem-solving Abilities
- Persuasion and Influencing Skills

PROFILE SUMMARY

Dynamic and results-oriented professional with 2 years of experience in customer support eager to leverage strong communication, problem-solving, and client relationship skills into a thriving career in business development. Seeking a challenging role as a Business Development Associate where I can apply my passion for fostering client connections, identifying opportunities, and driving revenue growth. Committed to leveraging my background in customer service to understand client needs deeply and deliver tailored solutions that exceed expectations. Dedicated to continuous learning and contributing positively to the growth and success of the organization.

WORK EXPERIENCE

Customer Support Executive

April 2022 - June 2023

TECH MAHINDRA | Bhubaneswar

- Provided timely and professional support via email, phone, and live chat.
- Achieved 95% customer satisfaction by efficiently resolving inquiries and technical issues.
- Developed and maintained a knowledge base for customer assistance.
- Collaborated with cross-functional teams to resolve complex issues.
- Conducted feedback surveys and implemented improvements.
- Trained new team members on policies and best practices.

Customer Support Executive

August 2021 - January 2022

TECH MAHINDRA | Kolkata

- Led and mentored a team, achieving 20% efficiency gain through streamlined processes.
- Resolved complex inquiries, conducted performance evaluations, and provided feedback.
- Collaborated with product and sales teams to improve products/services based on customer feedback.
- Developed training programs for onboarding and skill enhancement.

INTERNSHIP

Intern

August 2019 - January 2020

Bajaj Finserv | Kolkata

- Assist in providing timely and professional customer support via various channels.
- Learn and contribute to resolving customer inquiries, complaints, bhi and technical issues.
- Collaborate with team members to escalate and resolve complex issues.
- Gain hands-on experience in conducting customer feedback surveys and implementing improvements.
- Opportunity to learn company policies, procedures, and customer service best practices.
- Work closely with experienced professionals to develop essential skills in customer service.