



Highly motivated and customer-focused professional with almost 1 year of experience in customer success. Proven track record of ensuring customer satisfaction and retention. Seeking to leverage my skills in a dynamic and growth-oriented organization as a Customer Success Executive.

WORK EXPERIENCE

Customer Service Executive TECH MAHINDRA

03/2022 - 08/2022

Achievements/Tasks

- Provided top class client servicing to the clients in flipkart.
- Ensured accomplishments of SLA(Service Level Agreements) set by Business Area.
- Received an average 85% customer satisfaction rating to date, 15% higher than company average.
- Suggested a new tactic to persuade cancelling customers to stay with the company, resulting in a 5% decrease in cancellation.

Customer Success Executive MyRx

03/2024 - Present

Achievements/Tasks

- Recommended solutions within customer budgets and proactively followed up with all leads.
- Tracked document discrepancy issues which required troubleshooting and communicating effectively with customers.
- Serve as the primary point of contact for customers, ensuring their success and satisfaction with the company's product or service.
- Provided basic technical support for clients on a wide range of company products, resolving issues at a 90% rate.

EDUCATION

Bachelor in Commerce Sri Sri University

04/2017 - 12/2020

Odisha

Higher Secondary Education Rairangpur College

05/2016 - 05/2017

Odisha

Secondary Education Kerala Public School

05/2014 - 03/2015

Odisha

SKILLS

Microsoft Office Suite

Word

Problem Solving

Excel

Outlook

Tally

PERSONAL PROJECTS

Self Help Group(SHG)

- It was a research project based on the self-help group. This research project was done in Odisha and was made through secondary data. The data collected and suggestions were duly submitted to the concerned parties.

Brand switching Behaviour of Consumers in the hair care services

- This was done by me as an additional project during my graduation. Primary data was collected by a proper survey made by me and conclusion were submitted.

ACHIEVEMENTS

Exceeded Annual Sales Target

Instrumental in driving revenue growth, exceeding sales targets for 1 consecutive quarters.

High Customer Retention Rate

Led strategies that achieved a customer retention rate of 90%.

LANGUAGES

English	Hindi
Full Professional Proficiency	Full Professional Proficiency
Odia	Punjabi
Full Professional Proficiency	Full Professional Proficiency

INTERESTS

Participating in social activities

Arts & Crafting

Dancing

Cooking and Baking