# RAKESH KUMAR

South West

Dwarka , New Delhi (M) 07011410273 rrss2505@gmail.com

**OBJECTIVE**

To make a significant contribution to the growth of an organization with my experience and skills while adapting to clients requirements to upgrade myself and to meet the corporate challenges ahead.

**PROFESSIONAL SUMMARY**

* Strong exposure with experience in working with large clients.
* Self starter with a positive attitude and a deep respect for ethics.
* Exceptionally good communication skills both verbal and written.
* A team player with exceptional interpersonal and people management skills.

## PROFESSIONAL QUALIFICATIONS

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| --- | --- | --- |
| • Site Management | • Client Management | * Documentation |
| • Root Cause Analysis | • Project Management |  |
| **SKILLS** |  |  |

Ability to listen closely to customers, ability to Empathize, sound knowledge of computer, time management, management of personal emotions, respect, teamwork.

### PROFESSIONAL EXPERIENCE

**November 2013 – to present**

**Yonix Technologies (New Delhi)**

**Designation – Customer Relation & Marketing Executive**

***Core Job Responsibilities:***

* Managed customer relations efforts for each client
* Maintains record of all enquiries & related details in Computer Systems.
* Serves as a basic point of contact for customers with complaints, queries, request, feedbacks.
* Develops as well as maintains the relationship with external parties.
* Follow-up and track on customer enquiries.
* Providing the relevant information to the customers.
* Visit the customers & give them information regarding the product.
* Tracking performances of the team members and suggesting areas of improvements, facilitating & imparting training and monitoring the improvements on a continuous basis.
* Preparing Quotations.
* Updating the inventory.

**April 2010 – June 2013**

**Su-Kam Power System Gurugram**

**Designation – Customer Care Executive**

***Core Job Responsibilities:***

* Backend process (15% to 20% inbound call process)
* Actively involved in handling entire local operations related to customer service involving day to day tracking of customer queries, managing the customer service team.
* Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
* Assessing the customer feedback, evaluating areas of improvements & providing critical feedback to the associates on improvements and achieving higher customer satisfaction matrics.
* Undertaking responsibilities of removing unnecessary procedures in process for efficient functioning.
* Maintaining & ensuring stringent adherence to quality standards, identifying gaps and opportunities.

***Technical Skills***:

* Computer skills: ms-office, internet.
* Maintenance of record.

***Personality Skills :***

* Human skill.
* Team Work, Hard Working.
* Positive Attitude.
* Good learner.
* Flexibility.
* Smart working capability.
* Strong determination.
* Comprehensive problem solving abilities*.*

**EDUCATION**

**Passed secondary from C.B.S.E. Delhi. 2000**

**Passed senior secondary from C.B.S.E. Delhi. 2003**

**Graduated from University of Delhi (B.A.) 2007**

**Diploma in IT 2007**

**Certificate in Romanian Language 2008**

### Personal Details:

* Name : RAKESH KUMAR
* Father’s Name : Mr. RAMANAND
* Gender : Male
* Date of Birth : 25-May-1985
* Languages known : English, Hindi & Arabic (beginner)
* Permanent Address : Dwarka, South West New Delhi
* Nationality : Indian

**(RAKESH KUMAR)**