

# Amish Mittal

Profession

## Contact

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## Skills

Performance improvement  
Advanced

Procedure implementation  
Advanced

Scheduling  
Advanced

Business administration  
Advanced

Technical Support  
Advanced

## Languages

English  
Advanced

Hindi  
Advanced

Driven [Job Title](#) with experience as primary point of escalation for high-level client questions, needs, wants and complaints. Passionate about delivering superior interactions with customers by hearing issues, requirements and requests to provide first-class customized solutions. Dedicated to identifying trends by analyzing customer records, purchases, inquiries and complaints to develop rapid solutions.

## Work History

2021-08 - 2022-09	<b>Customer Care Executive</b> <i>I Energizer, Noida, UTTAR PRADESH</i> <ul style="list-style-type: none"><li>Built strong relationships with field operations team to support business development opportunities and improve service.</li><li>Employed comprehensive benchmarks to establish and monitor customer service standards.</li><li>Listened to customers' questions and concerns to provide answers or responses.</li><li>Provided excellent customer service by efficiently resolving issues and responding to inquiries.</li><li>Assigned and designated job territories to customer care staff according to performance and history.</li><li>Helped large volume of customers every day with positive attitude and focus on customer satisfaction.</li></ul>
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## Education

2021-08 - Current	<b>D.Opt: Optometrist</b> <i>Vivekanand College of Nursing - Moradabad</i>
2017-08 - 2021-07	<b>B.Tech: C.S.</b> <i>IFTM UNIVERSITY - Moradabad, U.P.</i>
2014-04 - 2016-04	<b>12th : P.C.M</b> <i>Abhinav Public School - New Delhi</i>