

## CAREER OBJECTIVE

Customer-focused and motivated professional seeking a role in the BPO/Customer Support industry. Strong in communication, client handling, problem-solving, and service operations, with hands-on experience managing customer queries, escalations, and follow-ups.

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## SKILLS

### **Communication & Soft Skills:**

Verbal & Written Communication, Active Listening, Problem Solving, Time Management, Team Collaboration

### **Tools & Technical:**

MS Word, Excel, PowerPoint, Basic CRM Tools, Email & Chat Support

**Languages:** English, Hindi

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## EXPERIENCE

### **Client Relationship Coordinator**

**BookingYard, Ludhiana**  
*Feb 2025 – Sep 2025*

- Handled customer inquiries via calls, chats, and email.
  - Coordinated between vendors and customers to ensure smooth service process.
  - Managed escalations and resolved issues with timely follow-ups.
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## EDUCATION

### **B.Tech – Computer Science**, Punjab Technical University (2021–2025)

CGPA: 7.1

### **Senior Secondary (PCM)**, Daroga Prasad Rai College, Siwan (2018–2020)

Marks: 65%

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## CERTIFICATIONS

- English Speaking – Josh Talks
- MS Office Basics
- Full Stack Web Development (Basic Technical Background)