

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.

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

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%

CERTIFICATIONS

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