

# ARJIT RATHORE

Delhi, Delhi

[arjitrathored2789\\_dty@indeedemail.com](mailto:arjitrathored2789_dty@indeedemail.com)

9311849126

Customer support executive at giffy Infotech pvt Ltd, having 1 year of experience, excellent knowledge of (CRM )system.

Implemented new customer relationship management (CRM).

Analyzed customer feedback to improve product features and enhance user experience

Willing to relocate: Anywhere

## Personal Details

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**Date of Birth:** 2003-06-05

**Eligible to work in:** India

**Highest Career Level:** 1-2 years experience

**Industry:** Administrative Assistance, Customer Service

**Total years of experience:** 1

## Work Experience

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### Customer Support Executive

Giffy Infotech Private Limited-Delhi, Delhi

October 2023 to Present

Resolve customer queries related to the company products through various platform like Instagram, Facebook, e-mail, chat and etc.

Enhanced customer satisfaction by implementing a customer feedback loop and addressing issues promptly.

Collaborated with cross functional teams to launch a new product line ahead of schedule

## Education

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### BA in pol science, History

IGNOU - Delhi, Delhi

June 2021 to July 2024

### 12th CBSE in Economics

Pol science, History - Delhi, Delhi

April 2020 to March 2021

### 10th CBSE in English, Maths, science

GBSSS no 1 MPD delhi 110081 - Delhi, Delhi

April 2018 to March 2019

## Skills / IT Skills

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- Strong communication, adaptability, efficiency, and relationship building skill
- Excellent knowledge of google sheets
- Proficient knowledge of ms office tools like excel, word, power point
- Effectively managing difficult and upset customers
- Team collaboration :- working well with other team members to resolve complex queries

## Languages

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- English - Fluent
- Hindi - Fluent