



# NISHANT CHATURVEDI

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## PROFESSIONAL SUMMARY

Detail-orientated executive adept at making critical decisions under pressure and within deadlines. Experienced customer and client support professional with empathetic approach towards the delivery partners, customers and merchants. Well versed with chat and call etiquettes. Experienced with on-task and post-task support in a local logistics company.

## EDUCATION

**B.Com.** : Commerce, 2021  
**Rabindranath Tagore University** - Bhopal, MP

**XIIth** : Commerce, 2010  
**Air Force School Hindan** - Ghaziabad, UP

**Xth**, 2008  
**Air Force School Hindan** - Ghaziabad, UP

## EXPERIENCE

**Community Operations Executive(Escalation Desk)**, 08/2019 - Current  
**Dunzo Digital Services Pvt. Ltd.** - Bangalore, India

- Job responsibilities on escalation desk are as follows,
- Investigating cases of damaged, theft, undelivered, item missing and cash collected by delivery partner.
- Sharing the investigation with the relevant stakeholders in the desired RCA format.
- Approving refunds for the set limit.
- Escalating to Regional Managers for approval if above limit. Taking relevant actions against the delivery partners.
- Elevated customer satisfaction ratings by providing speedy resolutions.
- Coached and trained 13 team members.
- Fostered positive relationships with customers to maximise satisfaction, retention and experience.

**Entrepreneurship**, 08/2012 - 03/2019  
**All Claims Marketing** - Ghaziabad, India

- Handled a team of 25 Executives.
- Dealt with the solicitors from England and Wales for updates on the claims.
- Conducted team meetings to keep everyone on the edge.
- Organized games and introduced incentives for staff motivation.
- Planned staff activities to meet operational demands.
- Supervised services provided to achieve quality and performance targets.
- Monitored business expenses to address inefficiencies.
- Evaluated quality of staff work and performance against objectives to assess need for improvements.
- Forecasted department finance requirements to set attainable budget targets.
- Selected and trained staff to build knowledgeable, well-performing team.
- Led daily operations to achieve key business objectives.

## LANGUAGES

**Hindi:** First Language

**English:** C1



Advanced