

RAVI PRATAP SINGH

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SKILLS

Skills: proficient in **English** (written and verbal formats), Active **Listening**, multitasking, CRM, problem solving.
Other Skills: Typing speed **30 WPM with 95%** accuracy, team collaboration, escalation handling.

EXPERIENCE

AssureEdge PVT LTD

Dec 2024 – July 2024

Customer Support Executive (Voice Process)

Noida, India

- Delivered high-quality **customer service in a voice-based support role**, assisting customers with **product inquiries, troubleshooting, and resolving complaints** in a timely and professional manner.
- Managed a high volume of **inbound and outbound calls**, ensuring customer satisfaction and loyalty by addressing concerns and **providing efficient solutions**.
- Consistently met or exceeded key performance indicators (KPIs) such as **call resolution time, customer satisfaction ratings, and service-level targets**.
- Maintained detailed records of **customer interactions, feedback, and follow-up actions using CRM software**.

ACHIEVEMENTS

- Consistently achieved or exceeded KPIs, including **average call handling time, customer satisfaction (CSAT) scores, and first call resolution (FCR)**. Maintained a customer satisfaction rating of over **95%** consistently for **six months**.
- Reduced average response time for chat queries by **30%** through efficient problem-solving and prioritization. Enhanced team response time by implementing a streamlined process for escalations, cutting down resolution time by **20%**.
- Received **numerous positive customer reviews** for providing exceptional support, with one customer commenting, "The best service I've ever received!".
- Mentored **3 new hires** on customer service processes, improving team performance and contributing to a **15%** increase in team efficiency.
- Successfully resolved **95%** of customer issues **without escalation**, demonstrating strong problem-solving skills and product knowledge.
- Handled an average of **150+ calls per day**, consistently maintaining a high level of service quality.

EDUCATION

Galgotias University

Master of Computer Application

Aug 2022 – May 2024

Greater Noida, Uttar Pradesh

Mahatma Jyotibaphule Ruhelkhand University

Bachelor of Science

Aug 2015 – Jun 2018

Dhampur, Uttar Pradesh

HOBBIES

- Travelling
- Playing Games