

# Rajesh Bhatt

## Executive

### My Contact

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### Education

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- Graduation

### Skill

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- SOFTWARES KNOWN: SAP
- SPRINKLR
- VSM
- MOBI HUB INVENTORY ZOHO BOOKS CRM

### About Me

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I am looking for an opportunity to apply my knowledge and skills while contributing to the company's growth.

### Professional Experience

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#### Customer Support Executive

*CTE International Pvt Ltd. Jan 2023 till date*

Key responsibilities:

Working as a customer support executive in the chat process. Handling customer queries from Germany and European Union countries regarding different refurbished Apple products and assisting them regarding the same.

Creating waybills for the different products ordered by the customer along with their Invoices on ZOHO CRM.

Maintaining Mobi Hub Inventory Software & operations for the German Team, along with creating invoices on inventory software.

Coordinating with DHL Express (for EU countries) and DHL economy (For Germany), so that customer receives their product within the given TAT.

#### Lenskart Jan 2022 - Jan 2023

Assisted customers over calls & and e-mails regarding eyeglasses, sunglasses, kids glasses.

Handled customer queries regarding different products of Lenskart and explained technical terms related to eyes.

Given good efforts towards the organization to increase their sales revenue.

Sometimes handled team in absence of TL to achieve the given revenue target set by AM & AGM.

#### CSD( Customer service desk ) *Future Group. Jan 2020- Jan 2022*

Experienced professional dedicated to providing exceptional customer service. Skilled in resolving customer inquiries and issues promptly and effectively. Proficient in communication, problem-solving, and multitasking. Seeking opportunities to leverage expertise in a dynamic customer service environment.