



RAJAN

Customer Experience
Manger

CONTACTS

PHONE NUMBER

9532787889 / 8112960661

EMAIL

rajan781998@gmail.com

ADDRESS

VPO KHANDSA, NEAR BALAJI
MANDIR ., Gurgaon, 122001,
India

EDUCATION

2024

BACHELOR OF ARTS

Dehil university, Dehli

- Pursuing a Bachelor of Arts degree from Delhi University.

SKILLS

- Excel and word
- Case study, Convincing,
- Penance and Smart work
- work and time management

LANGUAGES

- Hindi and English

HOBBIES

- Browsing Internet and
Watching Cricket

PERSONAL DETAILS

Date of birth:

08 Jul 1998

Nationality:

Indian

Marital status:

Single

COURSE

**MDCIM COMPUTER
COURSE**

Sai Computer Shansathan
Mar 2024 - Mar 2024

ABOUT ME

With a solid four-year track record in the customer support sector, I have honed my skills to deliver exceptional service and support. My experience has equipped me with the ability to handle customer inquiries efficiently, ensuring satisfaction and fostering positive relationships. My commitment to excellence in customer support is unwavering, and I am eager to bring my expertise to a dynamic team where I can contribute to mutual growth and success.

WORK EXPERIENCE

COLLECTION EXECUTIVE

Gurgoan

Kufi Financial Pvt. Ltd.

Jul 2019 - Mar 2021

- Spearheaded customer engagement for micro-loan products (ranging from Rs.1,000 to Rs,60,000 with a 15-day term) via the Cash Been application, ensuring clients were well-informed about payment schedules, credit scores, interest rates, processing fees, and late payment penalties.
- Guided customers through the application's navigation, simplifying the processes for loan applications and repayments.
- Maintained meticulous records by updating data sheets, provided robust team support, and managed necessary data analysis, while facilitating internal communications through chat and email channels.

CUSTOMER SUPPORT EXECUTIVE

Gurgoan

wheels eye Technology India Private Limited

Jul 2021 - Oct 2022

- Spearheaded customer support for commercial vehicle services, including Fast Tag, GPS, Fuel Card, Credit Loan, and load provisions.
- Expertly managed inbound calls, live chat, and email correspondence, addressing product-related inquiries with efficiency.
- Delivered exceptional resolution management to enhance customer satisfaction.
- Maintained meticulous records and data sheets to support internal operations.
- Provided robust team support through collaborative communication and assistance with data-related tasks.
- Contributed to quality assurance by conducting call audits and developing team rosters under the guidance of the team leader.

CUSTOMER EXPERIENCE MANGER

Gurgoan

Conneqt Business Solution PVT

Nov 2022 - Present

- Managed escalated customer issues from social media, consumer courts, and Samsung's CEO desk, ensuring prompt and effective resolution.
- Engaged with dissatisfied customers, assessed their concerns, and coordinated with service centers to gather necessary documentation for issue evaluation.
- Conducted thorough verification of customer documents and submitted approval requests to management for proposed resolutions.
- Delivered tailored solutions to customers, including complimentary repairs post-warranty, refunds, or replacements, pending management's consent.
- Communicated approved resolutions to customers, securing their agreement before proceeding with the solution implementation.
- Maintained meticulous records, supported team operations, and managed data analysis to enhance internal processes.
- Collaborated closely with the team leader in creating rosters, attending meetings, and developing technical knowledge through presentations.