

# Shubham Dixit

Senior Executive



3 Years 0 Month



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## Profile Summary

With a strong track record of two years in the complaint department at Vivo India Pvt Limited, I have been dedicated to resolving customer complaints related to product issues, after-sales service problems, and pre-sales inquiries. My commitment to providing efficient and effective solutions has consistently resulted in high customer satisfaction rates. Throughout my tenure, I have developed exceptional problem-solving, communication, and customer service skills. I possess an in-depth understanding of Vivos products and services, enabling me to address customer concerns with expertise and deliver tailored solutions. I excel in handling pressure and approach challenging situations with professionalism and empathy, ensuring positive outcomes. In my next role, I am eager to build upon my strengths and further contribute to customer satisfaction and the success of the organization. I am excited about joining a dynamic



## Key skills

- Customer Service
- Operations



## Personal Information

City **New Delhi**

Country **INDIA**



## Languages

- English
- English



## Education

B.Sc, 2021

Chhatrapati Shahu Ji Maharaj University  
(CSJMU)



## Work Experience

Oct 2021 - Present

Senior Executive

**vivo**

Senior Executive in operation department