

# Madhav Dhameja

Customer support associate

Seeking a challenging position in a company where I can utilize my skills and experience to contribute to the success of the company.



✉ madhav.dhameja26march@gmail.com

☎ 9125660009

📍 126/F/48 Govind Nagar, Kanpur, India

## EDUCATION

**B.com**  
Kanpur University

08/2021 - 06/2024

7.1 CGPA

**XII**  
Doon International

2021

88.0%

**X**  
PuranChandra Vidya Niketan

2018

68.0%

## WORK EXPERIENCE

**CSA(customer support associate) Zomato zia**

Globiva services

03/2023 - 03/2024

*Achievements/Tasks*

- My task was to verify the complains raised by the customers
- Handling the chats and approving and rejecting it as per investigation verifying through merchant(restaurants)
- Awarded best performer for best debut maintaining 100% score

## SKILLS

SQL

MsOffice

Problem solving

Communication

Customer service

Sales

## PERSONAL PROJECT

Library management (12/2020 - 02/2021)

- It was my sql class 12 board project . The idea behind the project was to create management system of library that is capable to issue books and their author categorically. It keep track of all the books their price and the total books available in the library.

## ACHIEVEMENT

Got 2nd place in badminton inter-school competition

Got 3rd position in inter-house school chess olympiad

## CERTIFICATES

Got certificate in marketing foundation

Got certificate from Globiva for best performer of the month

## LANGUAGES

English

*Full Professional Proficiency*

Hindi

*Native or Bilingual Proficiency*

## INTERESTS

Stock Market

Chess

Badminton

Reading Books