



Rohit Kumar

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📍 Location: Noida Uttar Pradesh

About Me

I am looking to secure a position in a dynamic and fast-paced organization that utilizes my experience as Customer Support Specialist, and skills in critical thinking and decision-making, and provides opportunities for growth and development.

Summary

- 4 years of experience as Billing Analyst
- 3 years of experience as Customer Service Representative
- 3 years of experience as Customer Support Specialist
- Expert skills in Customer Service, Service Support
- Advanced skills in Typing, Microsoft Excel, Communications
- Available to work in 1 Week
- Current salary ₹38,000

Job History

Customer Support Specialist

📅 3 years of experience

Responsibilities:

- Responded to customer inquiries and complaints via phone, email, and social media.
- Provided technical support and troubleshooting assistance for software and hardware.
- Escalated complex issues to appropriate teams or supervisors.
- Maintained accurate records of customer interactions and updated customer account information.

Achievements:

- Reduced customer wait times by implementing a chatbot system for frequently asked questions.
- Received multiple positive customer feedback and ratings for providing excellent customer service.

Billing Analyst

📅 4 years of experience

Responsibilities:

- Processed and managed billing information for multiple clients
- Reviewed invoices for accuracy and resolved discrepancies
- Collaborated with cross-functional teams to ensure timely and accurate billing
- Maintained accurate records of billing information and communicated updates to relevant parties

Achievements:

- Streamlined billing process resulting in a 25% reduction in processing time
- Developed and implemented new billing system resulting in increased accuracy and efficiency

Customer Service Representative

☰ 3 years of experience

Responsibilities:

- Responded to customer inquiries and provided solutions to their concerns
- Handled customer complaints and grievances in a professional manner
- Maintained accurate customer records and updates

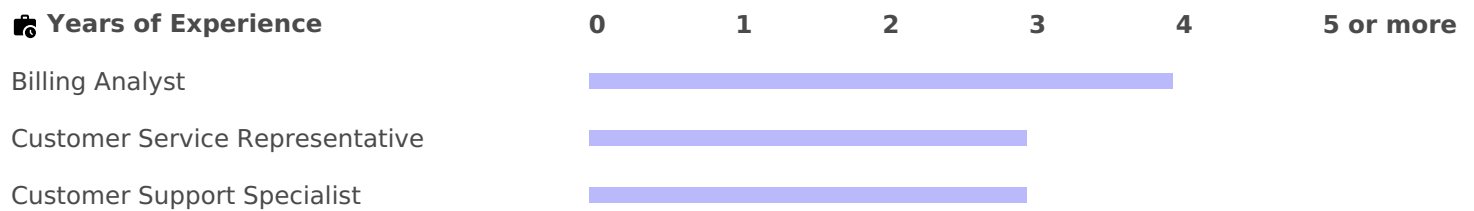
Achievements:

- Successfully resolved 98% of customer queries within the first interaction
- Developed and implemented a new customer service protocol that resulted in a 23% increase in customer satisfaction ratings

Education / Certificate

Latest Education: **High School Grad**

Experience Summary



Skills

Customer Service : Expert

Service Support : Expert

Typing : Advanced

Microsoft Excel : Advanced

Communications : Advanced