

OBJECTIVE

Dedicated support specialist passionate about utilizing technology to optimize processes and enhance client interactions.

CONTACT

- aroragunjan2998@gmail.com
- +91 9650875099
- Rohini, New Delhi

EDUCATION

- Graduation(Pursuing) from Delhi University
- Senior Secondary (12th) CBSE Board
- Secondary (10th) CBSE Board

SKILLS

- **Software proficiency:** MS Office (MS Word, MS Excel, MS Power Point), Google Sheets and G Mail.
- **Soft skills:** Good communication and interpersonal skills.

GUNJAN ARORA

CUSTOMER CARE EXECUTIVE

“Dedicated customer care executive with strong communication skills and a passion for delivering exceptional service”

EXPERIENCE

CHERISH HONDA MOTORS

JAN 2025- Present

- Customer relationship management
 - Issue resolution and complaint handling
 - Communication and coordination with service team
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CHERISH TATA MOTORS

JAN 2024- DEC 2024

Booking Management: Oversee and update customer bookings in the system for accuracy and efficiency.
RC Calling: Confirm customer bookings through calls, providing updates and addressing queries.
Cancellation Calling: Notify customers of booking cancellations, gather feedback on cancellation reasons.

MARUTI JAGMOHAN MOTORS

FEB 2023 - NOV 2023

- Followed up with customers on insurance policies and renewals
- Explained policy details and benefits to customers
- Convinced customers to purchase insurance policies through effective communication and persuasion