

Ashish Kumar Jha

Call Center, Customer Service

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📅 10 March 2002

Profile

Skilled Call Center Representative with strong communication skills and experience in handling customer inquiries, resolving issues, and using CRM tools. Reliable, goal-oriented, and dedicated to delivering excellent service in high-pressure, fast-paced environments.

Experience

Customer Support Executive, *Ghar Pe Shiksha Private limited* [🔗](#) 04/2024 – 07/2025
Kirti Nagar, Delhi, Delhi

Helped large volume of customers every day with positive attitude and focus on customer satisfaction
Provided excellent customer service by efficiently resolving issues and responding to inquiries.
Strengthened customer relationships by listening to customer concerns and giving priority to service requirements
Took ownership of customers issues to follow problems through to resolution

Education Coordinator, *Tenali Education Academy Privet limited* 10/2023 – 03/2024
Patel Nagar, Delhi, Delhi

Mentored low achieving students to develop plans for grade impro improvements
Maintained Number% student retention rate by providing world-class service to over Number students by linking education to careers.
Identified potential barriers within student academic process to initiate steps for resolution.
Met with students in-person and spoke over telephone to help students construct class schedules

Education

B.A in Political Science, *Delhi University* 03/2023 – Present
New Delhi

12th Pass, *Govt.Boys. Senior secondary school* 2022
New Delhi, Delhi

- CBSE
- Passing year: 2022

Skills

Customer service
(1 year)

Computer skills
(1 year)

Customer support
(1 year)

Microsoft Office

Communication skills
(1 year)

Microsoft Excel

Language

- Hindi
- English