

## CURRICULUM-VITAE

**Ravinder Kumar**

**# Vill.Matholi Teh.Nurpur Distt. Kangra**

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### CAREER OBJECTIVE

Looking for challenging career, where there is scope for demonstration. Always have positivist outlook, currency is ideas, rigorous and boundless curiosity sets Levels & standards that expectations have fun. Attitude is everything.

### EDUCATION QUALIFICATION

Qualification	Board & University	Year of passing
10TH	H.P BOARD	March 2008
10+2	H.P BOARD	March 2010
1 Year Computer Course	AMAAS.EDU.PVT.LTD.	July 2011

### WORK EXPERIENCE

#### **Player Service Associate Beta Blink Content LLP. |(Remote)(34 Months)**

- ✓ Establishing Regular contact with the VIP players of the company in an attempt maintain in healthy relationship.
- ✓ Built and maintained relationships with key clients, ensuring high customer satisfaction and retention.
- ✓ Ensuring the success of all the company run promotion campaign by keeping the VIPs informed through regular calls
- ✓ Address player concerns quickly to improve satisfaction and loyalty.

#### **Customer Service Associate Prepladder Pvt Ltd. | Chandigarh (22 Months)**

- ✓ Addressed customer queries through calls and emails, ensuring a high resolution rate.
- ✓ Resolved issues related to course access, payments, subscriptions, and app usage.
- ✓ Assisted students with doubts regarding study materials, test series, and content.
- ✓ Addressed payment failures and guided users on different payment methods.

#### **Customer Relation Officer Pioneer Toyota | Panchkula (34 Months)**

- ✓ Managed the service department's interactions, ensuring timely and satisfactory solutions.
- ✓ Coordinated between customers and service teams to enhance efficiency.
- ✓ Collected customer feedback and reported insights for service improvement.

### **CustomerCareExecutive Microtek International Pvt.Ltd.|Chandigarh(24Months)**

- ✓ Addressed questions related to Microtek products such as inverters, UPS, batteries, and solar solutions.
- ✓ Handled customer complaints related to product defects, warranties, and servicing.

### **Customer Care Executive TechMahindraLtd.|Chandigarh(16Months)**

- ✓ Provided exceptional service through inbound and outbound calls, exceeding service KPIs.
- ✓ Collaborated with the team to improve workflows and maintain operational standards..

### **RESPONSIBILITIES**

- ✓ Responded to customer queries through calls, emails, and chat, ensuring high resolution rates across different industries.
- ✓ Resolved technical issues related to product access, payments, warranties, and subscription services.
- ✓ Maintained detailed documentation of customer feedback and issues for process improvements.
- ✓ Managed team in the absence of Team Leader and worked together with team to achieve project targets.
- ✓ Provided expert guidance on various products, including education platforms, automotive services, power backup solutions, and telecom services.
- ✓ Experienced using CRM tools to manage customer interactions and track issues.
- ✓ Experienced in managing subscription renewals, refunds, and payment failure resolutions.

### **LANGUAGEKNOWN**

- ✓ Hindi.
- ✓ Punjabi
- ✓ English

### **PERSONALDETAILS**

<b>Father'sName</b>	<b>Govind Kumar</b>
<b>Date Of Birth</b>	<b>24April1993</b>
<b>Gender</b>	<b>Male</b>
<b>Marital Status</b>	<b>Un-Married</b>

### **DECLARATION**

I hereby declare that the above information are true and to the best of my knowledge and if any discrepancies are found, my selection can be can celled.

**Date:**

**Place:**

**(RAVINDER KUMAR)**