

Varun Kumar Rawat

customer service executive

✉ vjvarun2697@gmail.com

☎ 9211741844

📍 Delhi India

📅 26 01 1997

🚩 Indian

🔗 unmarried

♂ Male

🎓 EDUCATION

Engineering Diploma in Food Technology

Government Polytechnic

07/2019 – 08/2022 | Chunar, India

🧠 SKILLS

- Skill Set – Customer Service Executive (1 Year Experience) Core Customer Service Skills: Customer Relationship Management (CRM) Handling Inbound and Outbound Calls Complaint Resolution and Escalation Handling Order Processing & Tracking Support Product/Service Knowledge Delivery Email and Chat Support Communication Skills: Clear and Professional Verbal Communication Strong Written Communication (Emails & Chats) Active Listening Empathy and Patience Technical Proficiencies: CRM Tools (e.g., Salesforce, Zendesk, Freshdesk) MS Office Suite (Excel, Word, Outlook) Ticketing Systems Live Chat Platforms Problem-Solving & Decision-Making: Identifying Customer Needs and Providing Effective Solutions Conflict Resolution Handling Difficult Customers Professionally Time and Priority Management Soft Skills: Positive Attitude Adaptability and Quick Learning Team Collaboration

👜 PROFESSIONAL EXPERIENCE

Mm electric and electronic

Customer service executive

02/2024 – working presently | Delhi, India