

SUMMARY

Customer Support Executive with 3+ years of experience in providing high-quality service and resolving customer inquiries. Skilled in communication, problem-solving, and ensuring customer satisfaction. Additionally, has hands-on experience in managing a dropshipping business for luxury merchandise, combining customer service expertise with e-commerce and product management.

EXPERIENCE

Freelancer-Dropshipping & Family Caregiver

Self-employed / Freelancer

2022 - 2024

Delhi, India

Ran an independent drop shipping operation focusing on sourcing and selling merchandise. Handled order processing, inventory updates, vendor negotiations, and customer inquiries. Ensured timely deliveries and high customer satisfaction while managing household responsibilities.

- Successfully processed and fulfilled over 500+ customer orders with 95% satisfaction rate.
- Built strong vendor relationships that improved procurement efficiency and reduced delays.

Customer Service Specialist

Cogent E Services (Worked with Flipkart)

2019 - 2021

Bangalore, India

Provided customer support for Flipkart through Cogent E-Services, resolving product inquiries and complaints efficiently in Hindi & English Languages. Ensured seamless customer experiences by offering timely solutions and maintaining accurate service records.

- Collaborated with internal teams to resolve product and service-related issues promptly.
- Consistently met key performance indicators (KPIs) for response time and resolution rates.

Customer Service Specialist

Teamlease Digital (Worked with Nearbuy Private Limited)

2018 - 2019

Bangalore, India

Worked for Nearbuy and was hired through TeamLease. Handled high call volumes in Hindi & English Languages, focusing on issue resolution and building customer trust. Tracked performance metrics to ensure satisfaction and provided timely solutions to enhance the customer experience.

- Maintained a strong customer retention rate by building trust and ensuring positive experiences with each interaction.
- Consistently achieved a high customer satisfaction rating by resolving issues promptly and effectively.

EDUCATION

Bachelors of Computer Application

Anjuman College of Engineering and Technology

2014 - 2017

KEY ACHIEVEMENTS



Your Achievement

- Digital Marketing & Graphics Designing (Zephyr Technologies, Mangalore)
- Certified in Computer Applications (T.M.C Education Centre, Bhatkal)
- Active Participant in Sports & College Events

LANGUAGES

English Proficient		Urdu Proficient		Hindi Advanced	
Kannada Intermediate					