

RAJAT BOORA

PROFILE

To secure a responsible career opportunity, where I can fully utilize my training, human resource and management skills while making a significant contribution to the success of my employer.

CONTACT

PHONE:
7011656695

Date of Birth
20/01/2000

Address
317/6 Vats colony Linepar
Bahadurgarh Haryana 124507

EMAIL:
Rajatboora306@gmail.com

EDUCATION

- Passed from Higher Secondary in 2015 from Bahadurgarh (Oxford Public School), affiliated to CBSE Board.
- Passes from Senior Secondary in 2017 from Jhajjar (DH Lawrence Sr Sec school), affiliated to CBSE Board.
- Bachelor of Science from Maharishi Dayanand University – 2018-21, Rohtak (Degree obtained: B.S.C)

WORK EXPERIENCE

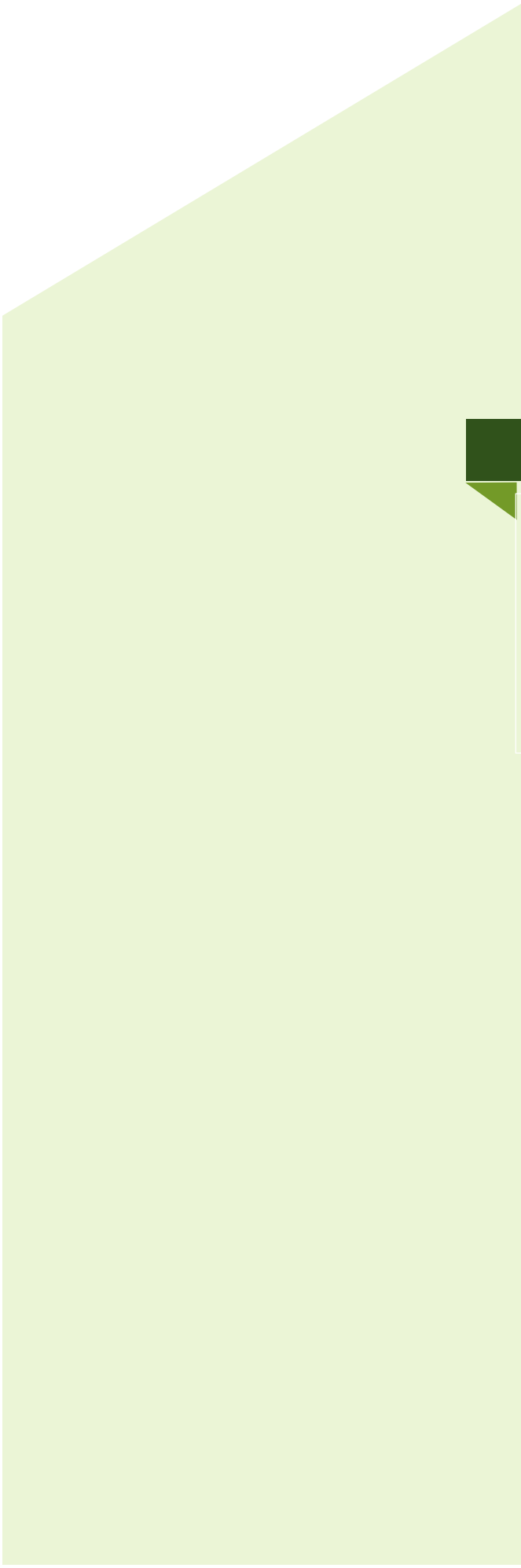
1 Year experience in NoBrokerhood as a Service executive. (31 Jan 2022 to 21 Nov 2022)

- ✓ Understanding the products and services provided by the company.
- ✓ Supporting the customer through an email ticketing system and phone calls.
- ✓ Resolving customer complaints and queries.
- ✓ Providing detailed information to customers.
- ✓ Maintaining a healthy relationship with the clients.
- ✓ B2C Product knowledge
- ✓ Train Guard and POCs of Societies
- ✓ Increase Usage of App
- ✓ Monitoring Societies

CIAYM MEDIA & TECH Private Limited

Datacultr Associate- Customer Delight Started 2nd May of 2023 – Currently Working

- Key Deliverables
 1. Provided exceptional customer service by promptly responding to inquiries and resolving issues, resulting in a 95% customer satisfaction rating.
 2. Managed a high volume of incoming calls and emails, consistently meeting or exceeding performance targets for response time and resolution.

- 
3. Supporting the customer through an email ticketing system and phone calls.
 4. Providing technical support to clients (Domestic& International)
 5. Maintaining a healthy relationship with the clients
 6. Understanding the products and services provided by the company

SKILLS

- ✓ **Course on Computer Concept (CCC)**
- ✓ **Microsoft Excel**
- ✓ **Microsoft Word**
- ✓ **Good communication skill.**
- ✓ **Convincing & Negotiation**
- ✓ **Customer service.**