

Rajshree Kshatriya

✉ rkshatriya1997@gmail.com ☎ 8319508164 📍 Durg | Bhilai

PROFESSIONAL EXPERIENCE

NDR Executive

NimbusPost Pvt. Ltd.

09/2023 – 02/2024

Bhilai, India

- Provided exceptional customer service via phone to address and resolve issues related to non-delivery of products, ensuring a high level of customer satisfaction.
- Handled an average of 200 customer calls per day, demonstrating efficiency and professionalism in managing a high volume of inquiries.
- Achieved an outstanding resolution rate of over 80% for customer issues related to non-delivery, demonstrating strong problem-solving abilities and dedication to ensuring customer satisfaction.
- Collaborated with internal teams including logistics, shipping, and customer support to investigate non-delivery incidents and implement corrective actions.
- Utilized CRM software to accurately document customer interactions, track issues, and follow up on unresolved cases to ensure timely resolution.
- Implemented proactive measures to prevent future non-delivery incidents, including refining shipping processes, updating delivery tracking systems, and enhancing communication with customers.
- Recognized by supervisors for outstanding performance in resolving customer issues, meeting or exceeding service level targets, and maintaining a positive attitude in a fast-paced environment.

Teacher

G.P. School

06/2022 – 12/2022

Durg, India

- Prepare objectives and outlines for courses of study, following curriculum guidelines or requirements of states and schools.
- Maintain accurate and complete student records as required by laws, district policies, and administrative regulations.
- Assign and grade class work and homework.
- Prepare reports on students and activities as required by administration.

EDUCATION

CGBSE 12th

Private

2016 – 2017

Durg, India

CBSE 10th

Vishwadeep Sr. Sec. School

2012 – 2013

Durg, India

SKILLS

Customer Relationship Management (CRM) software

Communication Skills

MS Office

Problem-solving abilities

Active listening

Time management

Attention to detail

LANGUAGES

Hindi



English

