

Ashutosh Shrivastava

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Professional Summary

Adept at driving customer success, I enhanced retention rates at Tech Mahindra through exceptional service and advanced problem solving. Skilled in escalation handling and team collaboration, I spearheaded the development of KPIs at I Energizer Pvt Ltd, significantly improving team performance. My approach consistently strong relationship with customer and elevates customer service standards. Highly skilled in delivering timely, accurate, and professional service via email, chat with a focus on customer service.

Professional Experience

Customer Support Representative

I Energizer Pvt Ltd

Dec/2021 – May 2022

- Deliver high-quality instructions and responses to resolve customer issues promptly via email.
- Develop strong customer relationships, ensuring timely resolution of queries within the assigned TAT.
- Take ownership of the resolution process for all customer-related issues, maintaining high satisfaction levels.
- Stay updated on process knowledge to provide informed and effective service.
- Maintain an empathetic, courteous approach, consistently expressing a sincere desire to help customers.
- Managed email communications to provide accurate and professional responses to customer inquiries
- Developed and maintained strong customer relationships, ensuring satisfaction and loyalty.

Customer Support Executive

Tech Mahindra

Sep/2022 – Dec/2022

1. Issue Resolution

- **Handle Complaints:** Manage and resolve customer complaints or dissatisfaction regarding their service experience.
- **Escalate When Necessary:** Identify complex or unresolved issues and escalate them to higher-level support or management as needed.
- **Follow-Up:** Ensure that complaints or issues are resolved satisfactorily and follow up with customers to confirm resolution.

2. System Management

- **Update Records:** Maintain accurate and up-to-date customer records in the system, including booking details and communication logs.
- **Monitor Feedback:** Collect and analyze customer feedback to improve service quality and address recurring issues.

3. Process Improvement

- **Suggest Improvements:** Provide feedback and suggestions for process improvements based on customer interactions and experiences.
- **Participate in Training:** Engage in ongoing training and development to stay updated on services, policies, and best practices.

4. Technical Support

- **Assist with Technology:** Help customers navigate and use the app or website for services.
- **Troubleshoot Issues:** Address and resolve any technical issues customers may encounter with the booking platform or other digital tools.

5. Customer Experience Enhancement

- **Personalize Service:** Offer personalized support and recommendations based on customer preferences and past interactions.
- **Maintain Professionalism:** Ensure a high level of professionalism and courtesy in all interactions, contributing to a positive customer experience.

Skills and Qualities

- **Excellent Communication Skills:** Ability to communicate clearly and effectively with customers and team members.

- **Problem-Solving Ability:** Strong skills in resolving issues and finding solutions quickly.
- **Empathy and Patience:** Ability to understand and address customer concerns with empathy and patience.
- **Attention to Detail:** Precision in managing customer information and ensuring accuracy in all transactions.
- **Technical Proficiency:** Comfortable using customer support tools and technologies, including CRM systems and booking platforms.

Education

Bachelor of Engineering (BE)

RGPV University

Skills

- MS Excel
- Google Sheet
- Customer Service Excellence
- Email Communication
- Issue Resolution