

# Deepanshu Rajput

## CUSTOMER SUPPORT EXECUTIVE

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Vijaynagar, Ghaziabad

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## EXPERIENCE

January 2023 – July 2024

**Customer Support Executive**, *Technoclean Equipment's Pvt. Ltd.*

- **Handle Customer Inquiries:** Respond promptly and effectively to customer queries via phone, email, chat, or social media.
- **Provide Support Across Channels:** Provide support to customers via email, chat, and phone calls, ensuring a consistent and high-quality experience.
- **Resolve Issues:** Troubleshoot and resolve customer issues or complaints efficiently while maintaining a positive attitude.
- **Provide Product Information:** Offer accurate and detailed information about products or services to assist customers in making informed decisions.
- **Document Interactions:** Record and maintain detailed records of customer interactions, transactions, and feedback.
- **Follow-Up:** Conduct follow-up communications to ensure customer issues are resolved to their satisfaction.
- **Escalate Complex Issues:** Identify and escalate complex or unresolved issues to higher-level support or relevant departments.
- **Maintain Knowledge Base:** Keep up-to-date with company products, services, and policies to provide accurate information to customers.
- **Promote Customer Satisfaction:** Strive to enhance customer satisfaction through professional and courteous interactions.
- **Meet Performance Metrics:** Achieve and exceed performance metrics such as response time, resolution time, and customer satisfaction scores.
- **Feedback Collection:** Gather and relay customer feedback to help improve products, services, and overall customer experience.
- **Compliance:** Ensure all interactions and processes comply with company policies and regulatory requirements.

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## EDUCATION

June 2022 – mar 2025

**Bachelors of Arts**, Political Science, Subharti University.

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## SKILLS

Strong communication skills  
Problem-solving abilities

Active listening  
Problem-solving

Communication  
Management