




# MEHUL KUMAR

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 9315530892  
 Ghaziabad, 201009, Uttar Pradesh

## SKILLS

• Zendesk • Salesforce • Slack • Customer Satisfaction • Compassionate • Time management • Active Listening • Interpersonal

## PERSONAL DETAILS

Date of Birth : 22/12/1992  
Marital Status : Single  
Nationality : Indian  
Father's Name : Lt. Mr. Keshav Singh  
Mother's Name : Mrs. Malti Devi

## ACTIVITIES

• Playing Snooker • Traveling • Listening Music

## LANGUAGES

• English • Hindi • Punjabi

## OBJECTIVE

As a versatile and creative quick learner, I am eager to contribute my skills to a dynamic customer support role. Seeking a challenging environment where I can perfect my abilities, I am committed to delivering high-quality professional service and exceeding customer expectations.

## EXPERIENCE

### Customer Care Executive 16/11/2021 - 14/06/2023

lenergizer IT Services Private Limited

Involved in the ticket raised by the customer or the gaming-related query offered by lenergizer to the customers, which includes:

- Managing customer leads from CRMs Via calls and emails, communicate with the leads.

- Worked in different queues for the handling of US law compliance cases, granting and removing access as per the needs of the user, and hacking concerns.

- Responsible for providing guidance, advise, feedback and support to the new joiners.

### Customer Service Representative 14/12/2023 - 30/04/2024

Nexom Technologies

- Addressing customer inquiries, concerns, and grievances across multiple communication channels such as email, live chat.

- Delivering prompt and accurate information to ensure the utmost customer satisfaction.

- Investigating and resolving customer issues or complaints by diligently identifying the underlying cause, presenting suitable solutions, and following up to ensure a successful resolution.

- Comprehensive product or service knowledge, including detailed features, pricing, availability, and relevant policies or procedures, enables customers to make well-informed decisions.

- Proactively engaging with customers to discern their needs, preferences, and feedback, thus continuously enhancing the overall customer experience.

## EDUCATION

### Elementary Teaching Education

District Institute of Education and Training, New Delhi

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2013

**HSC (Class12th)**

Kendriya Vidyalaya, Baikunthpur

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**SSC (Class 10th)**

J.K.G Sr. Sec. School, Vijay Nagar, Ghaziabad

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