

PERSONAL INFORMATION

Email rajbasantkumar12@gmail.com

Mobile (+91) 6203131214

Total work experience 1 Year 3 Months

KEY SKILLS

Product Support

Customer Relationship

Customer Focus

Client Support

OTHER PERSONAL DETAILS

City Gurugram

Country INDIA

HOBBIES

Film Enthusiast – Passionate about exploring different genres and analyzing storytelling techniques., Stock & Crypto Trading – Actively learning market trends risk management and investment strategies., Fishing & Outdoor Activities – Enjoys patience-driven recreational fishing and outdoor adventures.

LANGUAGES

Basant Kumar

Customer Service Associate

PROFILE SUMMARY

Dedicated Customer Support Professional with 1 year and 3 months of experience at Pure Love, specializing in customer relationship management, product listing, and ad creation. Adept at handling customer queries, resolving issues efficiently, and enhancing user satisfaction. Strong analytical skills with a keen eye for detail in e-commerce operations. Passionate about technology, trading, and effective communication. Seeking opportunities to apply my skills in a dynamic and growth-oriented environment.

EDUCATION

2024 9 XIIth

English

021 **9** Xth

English

WORK EXPERIENCE

Nov 2023 - Feb 9 2025

Customer Service Associate

Pure love

- Managed product listing and ad creation to enhance visibility and sales.
- Provided customer support via email and chat, resolving inquiries efficiently.
- Ensured accurate data entry and account management for a seamless customer experience.
- Assisted in troubleshooting issues related to orders and listings.

- Hindi
- English

EXTRA CURRICULAR

Public Speaking & Debates

Participating in discussions and presentations to improve communication skills.

Trading & Investment Enthusiast

Participating in online communities and simulations to enhance financial knowledge.