

# Ayush Kumar

## PROFESSIONAL SUMMARY

Results-driven Customer Service Support Specialist having experience delivering exceptional customer experiences across fast-paced environments. Skilled in handling customer inquiries, resolving complaints efficiently, and maintaining high levels of customer satisfaction. Proven ability to communicate clearly, build strong customer relationships, and manage multiple tasks while meeting performance targets.

**Phone:**  
6207917372

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**Address:**  
India

## EDUCATION

**Bachelor of Technology – Electrical Engineering : (DIATM) : 2019 – 2022**  
CGPA: 8.57  
**Diploma – Electrical Engineering : SNU : 2016 – 2019**  
Percentage: 79.20%  
**Matriculation (C.B.S.E) : (GGPS) : 2014 : 10 cgpa**

## PROFESSIONAL EXPERIENCE

### TECH MAHINDRA

- Associate
- July 2024 – March 31, 2026
- Provided support via calls, email, and chat, ensuring high customer satisfaction (CSAT)
- Resolved customer queries and escalations while meeting SLA targets
- Used CRM tools to manage and track customer interactions
- Achieved KPIs like FCR, AHT, and quality scores consistently
- Coordinated with teams for quick issue resolution
- Maintained accurate records and ensured data confidentiality
- Supported process improvements and team performance

### CONCENTRIX

- Associate Operations
- January 2020 – January 2022
- Handled inbound customer queries via calls/chat with a customer-first approach
- Resolved issues efficiently, ensuring high CSAT and FCR
- Assisted in system monitoring, maintenance, and performance optimization
- Collaborated with cross-functional teams to resolve client issues efficiently
- Logged and tracked interactions using CRM tools
- Followed SOPs and maintained SLA compliance

## SKILLS

- Productivity Tools:**
- MS Word (Advanced), MS Excel (Intermediate to Advanced – Data Analysis, Pivot Tables, Macros), PowerPoint (Advanced – Presentations, Graphics, Data Visualization)**
- SQL (Joins, Queries, Data Retrieval)**
- Data Cleaning & Data Handling**

## CERTIFICATIONS & VIRTUAL EXPERIENCE

### Certifications & Virtual Experience

- Google (Coursera )
- Accenture
- Deloitte