

Kunal Rana

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Professional Summary

- A self-driven and meticulous B.A graduate skilled at analysing situations, solving problems and proficient in English speaking. Seeking opportunities in the field of “Analytics”.
 - Strong fundamental knowledge of problem solving.
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Key Skills

- Excellent verbal and written communication skills
 - Strong problem-solving and conflict-resolution abilities
 - Skilled in handling high call volumes
 - Ability to work effectively under pressure
 - Knowledge of product and service features to provide accurate support
 - Active listening and empathy skills
 - Time management and organizational skills
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Professional Experience

Call Centre Executive

Concentrix, Gurugram

03/Aug/2023 to 07/Aug/2024

- Handled an average of 75 customer calls daily, providing solutions to inquiries and resolving complaints.
 - Achieved 87% customer satisfaction rate through consistent quality service.
 - Maintained an updated knowledge base of company products and services to assist customers effectively.
 - Documented customer interactions and transactions in the CRM system, ensuring data accuracy.
 - Collaborated with team members and supervisors to improve processes and exceed performance goals.
 - Resolved customer escalations promptly and professionally, minimizing churn rates.
 - Provided feedback to management on common customer issues to aid in product improvement.
 - Ensure compliance with company policies, procedures, and regulatory requirements.
 - Maintain confidentiality and security of sensitive company information.
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Education

- **Bachelor of Arts**, University Of Delhi,
Year of Graduation- 2021-2024.
 - **12th** from Rajkiya Sarvodaya Vidyalaya, Delhi. (2020-2021)
 - **10th** from Mount Olivet Sr. Sec. School, Delhi. (2018-2019)
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Languages

- English: Fluent

Hard Skills

- MS Word
- MS Excel
- MS PowerPoint