

**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.
- **12<sup>th</sup>** from Rajkiya Sarvodaya Vidyalaya, Delhi. (2020-2021)
- **10<sup>th</sup>** from Mount Olivet Sr. Sec. School, Delhi. (2018-2019)

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### **Languages**

- English: Fluent

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**Hard Skills**

- MS Word
- MS Excel
- MS PowerPoint