

# NIKHIL BHATI

Email: nikhilbhati0021@gmail.com

Mobile: 9555440021

Address: Greater Noida, Delta 2

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## SUMMARY

Motivated and customer-focused professional with over two years of hands-on experience in customer service and relationship management within fast-paced environments. Proficient in using CRM tools like Zendesk to efficiently manage support tickets and deliver timely solutions. Skilled in handling escalations, providing clear support to both technical and non-technical users. Holds a strong foundation in data entry, and Microsoft Office tools. Currently enhancing expertise through SAP FICO and SAP HANA tool training. Committed to continuous learning and contributing to organizational success through a disciplined, solutions-oriented approach.

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## WORK EXPERIENCE

### iEnergizer Ltd. – Noida

#### ***Customer Support Executive / March 2022 – June 2024***

- Handled escalated cases and coordinated with engineering teams to resolve high-priority issues.
  - Resolved customer inquiries daily via email and calls.
  - Addressed customer pain points and provided product guidance and technical support over the meetings.
  - Use CRM tool “Zendesk” to manage tickets and maintain up-to-date records.
  - Assisted customers with troubleshooting software issues, ensuring timely resolutions.
  - Managed reporting of client’s data accuracy on monthly basis ensuring compliance with internal standards and improving data integrity.
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## EDUCATION

Bachelors of Commerce	From Sikkim Professional University with 6.95 CGPA in 2024
12TH CBSE	From JP International School with 6.0 CGPA in 2017
10TH CBSE	From JP International School with 6.6 CGPA in 2015

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## CERTIFICATES

- Currently pursuing **SAP FICO & SAP HANA** course from **IT Wave Solutions**.
- Successfully completed the course of **Digital Marketing** from **Great Learning** in 3/2021.
- Successfully completed the hands-on experience in **Data entry, MS Office tools, Data management** systems, and accuracy-focused digital documentation 5/2021.

## TECHNICAL SKILLS

- SAP FICO
- S4 HANA
- Microsoft Excel
- MS Office
- Basic Troubleshooting & Software Support

## Declaration

I vouch for the authenticity of the above-furnished information.

Date:

Place: Noida

Nikhil Bhati