Alok Raj

9431695007 | alokkumar87571@gmail.com

PROFILE:

Aiming to achieve a challenging & successful career where I can make a contribution using my innovation ideas, skill and experience, keeping in mind the objective of development & growth of the organization and myself.

EDUCATION:

- **MBA in Marketing & HR -** Birla Institute of Technology, Mesra, Ranchi 2022 - 2024
- **BBA** - Poornima University 2018 - 2021
- **12th Grade (BSEB) -** R.N.S Inter College 2016 - 2018
- **10th Grade (CBSE) -** D.A.V Public School 2015

SKILLS:

- **Technical:** Market research, MS -Excel, PowerPoint and Word,ERP(Basics),Data Entry and Management

EXPERIENCE:

Tech Mahindra. **22/8/2024 - 7/4/2025**

ASSOCIATE CUSTOMER SUPPORT

Worked as a Customer Support Associate at Tech Mahindra for the NH Care Healthcare process, managing both inbound and outbound calls. Responsibilities included addressing patient inquiries, scheduling appointments, providing healthcare information, and resolving service issues and Emphasize system data entry, coordination, ticketing tools, customer issue logging — similar to SAP service processes.

*** Handled structured customer service workflows using internal CRM tools**

*** Logged client interactions and updated service records — similar to ERP environments**

*** Built strong operational understanding of process flows and SLA handling**

***Demonstrated ability to conduct research, work independently and make complex investigations decisions.**

*** Document the investigation, making proper evidences and decision for claim resolution. Make recommendations to impl**