

ABHAY PRATAP SINGH CHAUHAN

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SUMMARY

Customer-focused professional with extensive experience in customer support at Amazon, recognized for resolving inquiries efficiently and achieving high customer satisfaction rates. Proven track record in sales and marketing, leveraging strategic and data-driven methods to drive business growth and enhance client relationships. Results oriented and adaptable, committed to delivering exceptional service and measurable outcomes.

EXPERIENCE

Real Estate Agent HOUSE BROKER

12/2024 – Present | Delhi NCR

- Conducted market research to identify property trends and pricing strategies.
- Assisted clients in buying, selling, and renting residential properties.
- Developed and maintained relationships with clients through regular communication.
- Prepared and presented property listings using digital marketing tools.
- Negotiated offers and contracts on behalf of clients to ensure favorable terms.
- Maintained updated knowledge of local real estate markets.

Sales Associate

06/2024 – 11/2024 | New Delhi

TATA MOTORS

- Achieved or exceeded monthly sales targets by averaging six vehicle sales per month.
- Managed complete sales cycle, encompassing lead generation, test drive coordination, negotiation, and documentation.
- Provided personalized vehicle recommendations aligned with customer needs, preferences, and budget.
- Promoted Tata's flagship models- Nexon, Punch, Harrier, TiagoEV- by communicating key features and benefits effectively.
- Assisted customers with product selection and provided knowledgeable recommendations.

VIRTUAL Technical Support Associate

08/2023 – 03/2024 | Delhi NCR

AMAZON

- Handled customer complaints with professionalism and empathy while maintaining composure under pressure.
- Actively listened to clients to assess needs and generated precise service tickets for timely resolution.
- Delivered accurate responses to customer inquiries via email, ensuring a positive experience.
- Trained and onboarded new customer service agents on policies, procedures, and best practices.
- Assisted in maintaining knowledge base with updated solutions and FAQs.

EDUCATION AND TRAINING

BACHELOR OF COMMERCE - NEC UNIVERSITY

2020-2023

SKILLS

Market research ■ Training new employees ■ Effective communication ■ Cold calling. ■
Sales negotiation ■ Customer relationship management ■ Property listings ■ Lead generation. ■
Microsoft Office ■ Understanding Of KYC ■ AML (Anti Money Laundering) ■ Financial Literacy