



Phone  
**8423013232**

Date of Birth  
**20/8/1996**

Address  
**A- 27, Ground floor, Tagore Garden Extension. 110027**

## OBJECTIVE

Customer focused professional with strong track record for providing exceptional service and resolving issue effectively.

Seeking an opportunity to contribute my excellent problem solving abilities, communication skills and interpersonal skills in a dynamic organization to enhance client satisfaction and retention as well as organisation's growth.

## SKILLS

- Basic knowledge of Excel, power point. Strong communication and interpersonal skills.
- Problem solving and conflict resolution.
- Ability to handle high pressure situation.
- Multitasking and time management.
- Operation management and analytical skills
- Empathy and active listings
- Customer retention.
- Team leadership and mentoring.
- Cross functional management.
- Performance metrics and reporting.
- Customer relationship management .
- Decision making.

## CONTACT

ramjeetilhar@gmail.com

## ADDITIONAL INFORMATION

Father's name- Mr. Chhavinath

Nationality - Indian

Religion - Hindu

Marital status - Single

## EXPERIENCE

**March 2022 -  
30th Jan 2025**

### **HCL technologies**

Sr. Customer Service Representative

- Delivered exceptional customer service, achieving customer satisfaction score and reducing customer complaint through effective resolution via chat.
- Trained and mentored a team for enhancing team performance and reducing error.
- Handled escalated enquiries and complaint, resolving issue efficiently to retain customer loyalty I.
- Consistently exceeded performance, including response time, issues resolution and average time handling and customer satisfaction.
- Collaborated with cross functional teams to improve service process, resulting in organisation progress.
- Collaborated with wfm team to check agents availability to maintain high volume of chats.

**October 2019 -  
March 2022**

### **Indusind Bank**

Client Account Officer

There, I managed all the banking products to generate revenues as well as build a good and healthy relationship with customer. I strongly believe in relationship management.

I handled and de-escalated complex complaint by providing a satisfactory resolution by email.

**November,2018 -  
September, 2019**

### **HDB Financial Services**

Customer support Executive

In HDB Financial Services, I was handling customer's concern of HDFC Bank through call and email.

Delivered an exceptional customer service and consistently met target by recommending personalized product solution to customers.

## EDUCATION

**2018**

**Institute of Management and Research, Ghaziabad Uttar Pradesh.**

MBA

71%

**2016**

**Sun Institute of Management and Technology, Shahjahanpur Uttar Pradesh.**

BBA

72%

Signature: \_\_\_\_\_  
**Ramjee**

## LANGUAGE

- Hindi
- English