

# Kevin Eapen Alex

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## Professional Summary

Customer Service and Client Relations professional with **2+ years of experience** in handling customer inquiries, managing CRM systems, and improving service efficiency. Proven ability to **resolve high-volume queries**, enhance customer satisfaction, and optimize service workflows. Skilled in **Zendesk, data analysis, and stakeholder management**, with a passion for delivering exceptional customer experiences. Adept at collaborating with cross-functional teams to drive **customer retention and operational improvements**.

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## Work Experience

### Client Relations Specialist

**Conferplace, Delhi, India | Feb 2024 – Sep 2024**

- Acted as the **primary point of contact** for client inquiries, ensuring prompt and accurate resolutions, reducing response time by **25%**.
- Collected and analyzed customer feedback to **enhance service quality**, leading to a **15% increase in customer retention**.
- Identified trends and opportunities for **service improvement**, optimizing communication strategies to improve client satisfaction.

### HR- Resourcing

**Sopra Steria, Noida, India | Dec 2022 - Dec 2023**

- Managed over **100 NHS-affiliated client accounts**, ensuring a **95% confirmation rate** and timely service delivery.
- Provided **first-line support** to clients, resolving inquiries and improving satisfaction ratings by **20%**.
- Optimized **CRM database management**, resolving discrepancies and streamlining engagement tracking for better service efficiency.

## Executive Customer Service

Ienergiser, Noida, India | Sep 2019 - Aug 2020

- Resolved **5,000+ customer queries** via **Zendesk**, maintaining a **98% customer satisfaction rate**.
  - Streamlined **ticket allocation and response workflows**, reducing average resolution time by **30%** and ensuring **100% SLA compliance**.
  - Trained and mentored **5 new team members**, enhancing overall team efficiency, and improving **first-response resolution rates**.
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## Education

📌 **Post Graduate Diploma in Management (Marketing & Business Analytics)** – Rajagiri Business School, Kochi, KL | 2022

📌 **Bachelor of Business Administration** – Tecnia Institute of Advanced Studies, Delhi | 2018

📌 **Class XII** – St Mary's Sr. Sec. School, New Delhi | 2015

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## Skills

✅ **Technical Skills:** Zendesk, Zoho CRM, MS Excel, Data Analysis, Customer Ticketing Systems, Chat Support

✅ **Soft Skills:** Customer Relationship Management, Problem-Solving, Communication, Conflict Resolution, Team Collaboration, Adaptability

✅ **Languages:** English (Fluent), Hindi (Fluent), Malayalam (Fluent)

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## Certifications

🎓 **Business Modelling using R & Advanced Business Analytics** – KPMG India

🎓 **International Conference on Insights in Marketing** – Trinity Western University, 2022