



# Suraj Kumar

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Jaipur

## Summary

Customer Support Executive with extensive experience in handling customer inquiries, resolving issues, and ensuring high levels of customer satisfaction. Adept at active listening and conflict resolution, with a proven track record of collaborating with team members to enhance service quality. Skilled in effective communication, problem-solving, and team collaboration. Holds a B.Com Hons from Aligarh Muslim University and have practical HR experience, contributing to recruitment and employee development. Highly motivated and versatile professional, passionate about delivering exceptional customer service.

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## Experience

### Technical Support Executive

Teleperformance • Jaipur

12/2023 - Present

Assisted customers with inquiries, resolved issues, and maintained positive relationships. Honed active listening and conflict resolution skills. Collaborated with colleagues to improve overall customer satisfaction and team scores.

### Human Resource Intern

TechAnalogy (Now- MyEquation) • WFH

04/2023 - 06/2023

Gained practical experience in talent acquisition, employee relations, and organizational development. Assisted with recruitment processes, conducted interviews, and contributed to HR initiatives. Developed an understanding of HR policies and compliance.

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## Skills

Team Collaboration, Customer service, Effective Communication, Leadership, Problem solving

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## Education

### Financial Accounting, Business Economics, Corporate Finance

Aligarh Muslim University • Aligarh

07/2022

7.45 CGPA

### Class 12th

Central Junior College • Silchar

06/2019

73%

### Class 10th

Jawahar Navodaya Vidyalaya • Cachar

06/2017

CGPA 9.4

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## Languages

English, Hindi, Bengali, Maithili

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## **Certificates**

Smart Commerce (Office, Tally, Business Accounting) – APLL

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## **Achievement**

Qualified Stage 2 of ResoSTART, a National Talent Search Examination twice.

Qualified cut-offs and ranked among top 100 students for admission in two prestigious universities, Aligarh Muslim University and Allahabad University.

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## **Extra-curricular Activities**

Eco Club Member: Actively participated in environmental initiatives and sustainability projects at university.

Host for College Program: Hosted a Teachers' Day program, showcasing strong public speaking and organizational skills.

KBC Mimic Performance: Performed a mimicry act of the popular KBC show in college as a fun event, demonstrating creativity and entertainment skills.

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## **Awards**

Drawing Competition: Won 3rd Prize in Drawing Competition at Class Level.

Bhajan Competition: Won 1st prize (Group) for bhajan competition at school level.