

# AKASH CHAUHAN

## CUSTOMER CARE EXECUTIVE

### CONTACT

8619904954

akashchauhan1281999@mail.com

House number 007,  
Building 3A, Sector 103,  
Grand IVA, Signature Global,  
Sector 103, Gurugram

### EDUCATION

2015-2017

ARMY PUBLIC SCHOOL KOTA

- Higher Senior Secondary

2017-2020

JIWAJI UNIVERSITY -  
PRESTIGE INSTITUTE OF  
MANAGEMENT, GWALIOR

BACHELOR OF COMMERCE

### SKILLS

- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

### LANGUAGES

- English
- Hindi

### PROFILE

A highly organized and motivated Customer Support Executive with a passion for providing excellent customer service. Experienced in resolving customer inquiries and complaints in an efficient and effective manner.

### WORK EXPERIENCE

Concentrix

10TH JANUARY- 2023 - 10TH AUGUST, 2024

Social Media Technical Advisor

- Analyzed social media metrics to identify areas for improvement and strategic adjustments.
- Protected brand image, moderating conversations, questions and comments to prevent undesirable content.
- Responded to comments, messages and feedback to build brand activity profiles.

British Telecom

6th September, 2024  
- 7th January, 2025

Customer Care Executive

- Highly motivated and results-oriented customer service professional with a proven track record of exceeding customer expectations and resolving complex issues efficiently.
- Strong understanding of BT products and services, including pricing plans, promotions, and technical specifications.
- Strong active listening and problem-solving skills, with the ability to think critically and make sound decisions.

### PERSONAL DETAILS

Date of Birth: 12th August  
1999

Address - Permanent Address:  
P-379, Shatabdipuram, Gwalior,  
Madhya Pradesh, 474005

Father's Name: Sunil Kumar  
Singh

Nationality: Indian