

CONTACT

- 8619904954
- akashchauhan1281999@gmail.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

AKASH CHAUHAN

CUSTOMER CARE EXECUTIVE

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

Father's Name: Sunil Kumar
Singh

Nationality: Indian

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