

# PARAM JAIN

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## ABOUT ME

A highly motivated and enthusiastic graduate with a strong desire to grow in customer service and business operations. I possess excellent communication skills, strong problem-solving abilities, and a natural inclination for helping customers. Through academic projects and professional experience, I have built a strong foundation in teamwork, adaptability, and time management. I aim to contribute to a dynamic organization by delivering exceptional customer support and ensuring high-quality service experiences.

## SKILLS

- Visual Imagination
- Patience & Empathy
- Teamwork
- Communication
- Adaptability
- Positive Attitude

## WORK EXPERIENCE

### Teleperformance – Chat Support Associate (Comcast Process)

3rd August 2025 – 9th December 2025

- Assisting customers via chat for Comcast Internet/TV services.
- Resolving service, billing, and technical queries.
- Maintaining high CSAT through clear communication and empathy.
- Handling multiple chats efficiently.
- Updating customer records accurately.

### Accenture – Business Advisory Associate

14th March 2025 – 1st August 2025

- Collaborated with client teams to understand business goals.
- Assisted in change management and process improvement.
- Supported business cases, strategic roadmaps, and operating models.
- Contributed insights through research and industry trend analysis.

### Oxygen to Innovation, Noida – 3D Modeling & Texturing Artist

2023–2024

- Modeled and textured airplane parts and machinery for the Indian Air Force.
- Worked on an ongoing AR/VR project.

## EDUCATION

### Bachelor's in Design (Animation and Game Design)

World University of Design (2019–2023)

- Passed in 1st Division
- Best Graduation Project Award