

# Tanay Verma

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## Customer Service Specialist

### Professional Summary

Customer-focused professional with experience in handling high-volume customer interactions, resolving escalations, and delivering efficient support in fast-paced environments. Proven ability to analyze issues, provide accurate resolutions, and maintain high customer satisfaction while safeguarding business interests. Strong communication, problem-solving, and analytical skills with experience in CRM tools and cross-functional collaboration. Seeking to contribute to a customer-centric organization in a Customer Service or Customer Support role.

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## Professional Experience

### Customer Success Specialist

**FlexiFunnels (Remote)** | Sep 2025 – Feb 2026 - Delivered onboarding sessions to help new customers understand and effectively use the platform - Resolved customer queries related to technical issues, product features, and account setup - Assisted users in building landing pages and funnels, ensuring a smooth customer experience - Handled customer concerns and provided timely solutions to improve satisfaction and retention - Collaborated with internal teams to address recurring issues and enhance user experience

### Customer Service Associate – Concessions Abuse Prevention

**Amazon, Pune** | Aug 2024 – Feb 2025 - Resolved ~50 customer cases daily with a strong focus on accuracy and policy compliance - Handled escalations related to returns and concessions while ensuring customer satisfaction - Investigated customer accounts to identify patterns and provide fair resolutions - Collaborated with fraud and risk teams to improve issue resolution processes - Maintained detailed records of cases and contributed to process improvements

### Marketing Executive (Inside Sales)

**HCLTech, Noida** | Apr 2023 – Apr 2024 - Managed client communication and handled queries from prospective customers - Coordinated meetings and ensured a smooth client experience throughout the sales cycle - Used CRM tools to track interactions and follow up effectively with leads - Improved customer engagement through targeted outreach and relationship building

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## Key Skills

- Customer Service & Support
- Complaint Resolution & Escalation Handling

- CRM Tools (Zoho, Salesforce)
  - Communication & Interpersonal Skills
  - Problem Solving & Analytical Thinking
  - Case Management & Documentation
  - Team Collaboration
  - Time Management & Multitasking
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## Certifications

- EF SET English Certificate (2023)
  - IIMBx Honor Code Certificate – Predictive Analytics (2024)
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## Education

### **Post Graduate Diploma in Management (Marketing)**

Lloyd Business School | 2022 – 2024

### **Bachelor of Commerce (Marketing & Economics)**

Jiwaji University | 2019 – 2022

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## Projects

### **Market Research on Food & Pharma Labs in India**

- Conducted extensive research to build a database of 300+ labs across India
  - Analyzed data trends using Excel to identify growth opportunities
  - Developed insights and recommendations supporting strategic decision-making
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## Additional Information

- Proficient in Microsoft Office Suite (Excel, Word, PowerPoint)
- Experience handling high-pressure environments and meeting daily targets
- Strong attention to detail and accuracy in customer interactions