

# Kiran Naik

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📅 26/04/2001

## PROFILE

Results-driven Customer Support Specialist with extensive experience in managing complex customer issues and ensuring service excellence. Strong expertise in CRM tools, escalation handling, and cross-functional collaboration. Known for delivering high-quality support, improving customer retention, and training junior team members. Dedicated to driving customer satisfaction and operational efficiency.

## SKILLS

- CRM Software (e.g., Salesforce,
- Ticketing Systems & Helpdesk Tools
- MS Office (Word, Excel, Outlook)
- Chat & Email Support Platforms
- Call Handling Systems

## DECLARATION

I hereby declare that all the information mentioned in this resume is accurate and true to the best of my knowledge and belief. I take full responsibility for the correctness of the details mentioned.

## EDUCATION

### PUC

SDVS PU college  
2019 | Sankeshwar

### SSLC

HDP High school  
2017 | Hidkal dam

### BCA

SDVS sangh's BCA college  
2022 | Sankeshwar

## CUSTOM

### EXPERIENCE

Senior customer support executive at digitide business solution limited

02/2023 – 07/2025 | bengaluru

- Handled customer queries via calls, chats ensuring timely and accurate resolution.
- Provided professional support to customers by addressing complaints, processing requests, and delivering accurate information.
- Assisted in training new team members on communication etiquette, system tools, and company policies.
- Conducted call audits to assess communication standards, compliance, and service quality.
- Escalated technical issues to the appropriate teams while keeping customers informed throughout the process.

## LANGUAGES

ENGLISH

KANNADA

HINDI