Aditya Rao

Customer Service Executive

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PROFESSIONAL SUMMARY

Customer service executive with 3 years of experience handling calls, chat and email for an e-commerce company. Resolves 92% of contacts on first response, keeps customer satisfaction at 4.6 out of 5, and stays calm with upset customers. Comfortable with CRM and ticketing tools, and fluent in English, Hindi and Telugu.

WORK EXPERIENCE

Customer Service Executive, Kestrel Retail Pvt Ltd — May 2023 – Present
Hyderabad, India

- Handle 70 to 90 customer contacts a day across voice, chat and email for orders, returns and refunds.
- Maintain a first-contact resolution rate of 92% and a customer satisfaction score of 4.6 out of 5, above the team target of 4.3.
- Keep average handling time at 5 minutes 20 seconds without lowering quality scores in weekly audits.
- Escalate complex cases to the right team with a clear summary and follow up until closure, reducing repeat contacts by 18%.

Customer Support Associate, Northwind BPO Services — Aug 2021 – Apr 2023
Hyderabad, India

- Supported a US telecom client on voice and chat for 60 customers a day and held a quality score of 94%.
- Won 6 monthly awards for best customer feedback in a team of 40 agents.

EDUCATION

B.Com (Computers), Osmania University — 2018 – 2021
Hyderabad, India | 72%

CERTIFICATIONS

Customer Service Excellence Certificate, Online learning platform — Jun 2022

Business Communication and Email Writing, Training institute — Feb 2021

SKILLS

Voice, chat and email support · Complaint handling · CRM and ticketing · Typing (50 wpm) · Order and refund processing · Escalation management · Active listening · Product knowledge · Quality scores · Calm under pressure

LANGUAGES

English	Fluent
Hindi	Fluent
Telugu	Native