



AARON RONNIE CRASTO

Sr. Customer Service Executive

CONTACT

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📍 Dubai, UAE

EDUCATION

Bachelors of Commerce
St Gonsalo Garcia College
2014 – 2017

Higher Secondary School
Kanchan School & College
2012–2014

SKILLS

- Time Management
- People Management
- Interpersonal Skills
- Communication
- Microsoft Office
- Well Organized
- Collaborative & Efficient

PERSONAL DETAILS

- Date of Birth – 30 October 1996
- Known Languages – English, Hindi, Konkani, Marathi
- Nationality – Indian
- Marital Status: Unmarried

PROFILE

I am a professional Customer Service Executive in handling multinational clients. My unique professional experience stems from years of providing excellent customer support, creative problem solving and building customer loyalty.

EXPERIENCE

SR. CUSTOMER SERVICE EXECUTIVE

First Source Ltd, Mumbai

Oct 2018 – December 2023

- Working for the process of Sky upgrades. Help customers build a good package in the UK with their TV, Broadband and Phone.
- Working on software called Citrix.
- Improve customer service department and its members to propel them towards set goals
- Monitor and analyze customer satisfaction metrics.
- Handle escalated customer issues and provide timely resolutions.
- Collaborate with other departments to address complex customer concerns.
- Develop and implement customer service strategies aligned with company goals.
- Continuously evaluate and enhance customer service processes to improve efficiency and effectiveness.

INFORMATION RETRIEVAL OFFICER

Just Dial Ltd, Mumbai

May 2017 – July 2018

- Conduct research to retrieve accurate and up-to-date information from various sources.
- Utilize internal databases, online resources, and other tools to gather relevant data.
- Communicate effectively with users to understand their information needs.