

## GAURAV RAI



## CONTACT

📍 Al Hudaiba Satwa, Dubai  
📞 0568570517  
@ gauravrai098@gmail.com

## PERSONAL DETAILS

Date of Birth : 13/03/1993  
Marital Status : Single  
Nationality : Indian  
Passport : Y8119251  
Gender : Male  
Professional : Sr. Customer Service Executive  
Visa Status : Visit visa

## SKILLS

Active listening  
Self motivated  
Problem Solving  
Computer skill  
Teamwork  
Leadership  
Customer Relationships  
Ms excel

## LANGUAGES

English  
Hindi  
Nepali

## OBJECTIVE

Looking for an exciting and dynamic role where I can utilize my skills and experience to drive tangible results. Passionate about joining an organization that fosters a culture of innovation, continuous learning, and personal growth.

## EXPERIENCE

### Web Direct Solution Pvt Ltd

march 2015 - September 2016

Customer Service Executive Cum sales

Handled customer inquiries and suggestions courteously and professionally.

Handled escalated calls efficiently, finding satisfactory resolutions for both customers and the company like.

Developed strong product knowledge to provide informed recommendations based on individual customer needs.

### Jv Entertainment LLP

January 2018 - September 2018

Store Keeper Cum Supervisor

Improved inventory accuracy by conducting regular stock checks and maintaining updated records.

Kept sales receipts and maintained accounting records.

Assisted customers by answering questions and suggesting merchandise.

Managed inventory control, cash control, and store opening and closing procedures.

### Star Pick Solution Pvt Ltd

july 2018 - October 2019

Customer Service Executive

Enhanced customer satisfaction by promptly addressing inquiries and resolving issues.

Provided company information and policies to customers upon inquiry and answered questions via phone, email, or online.

Collaborated with CRM team to provide accurate information to customers of upcoming promotions and deals to boost.

Maintained up-to-date knowledge of product and service changes.

Investigated and resolved customer inquiries and complaints quickly.

Delivered prompt service to prioritize customer needs.

Bengali

## INTERESTS

Football

Cricket

Gym

Indoor and out door Activity

Swimming

## ACHIEVEMENTS & AWARDS

Best Employee of the month twice

Finalist of Indian Team Selection For Asian Game 2009 in KickBoxing.

### No Broker Technologies Solutions Pvt Ltd

March 2020 - February 2022

Order Management Executive

Reviewed order terms and conditions with customers to comply with company policy.

Maintained knowledge of new product offerings and changes for order provisioning processes.

Processed and submitted Number orders for Product or Service daily and expedited delivery to maintain customer satisfaction.

Maintained accurate records of all transactions, ensuring data integrity in the company's order management system.

Provided support to sales representatives during the quoting process for custom orders, ensuring accurate pricing information was communicated to customers.

Collaborated with sales and logistics teams to ensure seamless coordination of shipments, deliveries, and returns.

Supervised team of helpers, laborers and material movers to efficiently complete tasks.

Handled day-to-day shipping and receiving overseeing more than Number packages per day.

### Go Fly Smart Holidays Pvt Ltd

November 2022 - July 2023

Back Office Executive

Achieved high levels of accuracy in data entry tasks through close attention to detail and regular quality checks.

Maintained inventory for back-office supplies, computers and workstations.

Organized office operations, leading daily activities and controlling correspondence.

Supported sales team with accurate data analysis, enabling informed decision-making and increased revenue generation.

## EDUCATION

Kali pada Ghose Tari Mahavedalaya, Siliguri, India

2016

Bachelor of Commerce

C+

Vedanta Foundation , Siliguri, India

2009

Post Graduate in Financial Accounting in Computer

70%