

CONTACT

RAHUL RUPANI

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📍 Plot no. 382,(South Part) Oriental Bank Staff
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Pincode-302025

OBJECTIVE

To enhance my professional skills, capabilities and Knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges

EXPERIENCE

6th January - 22 Feb

- **Research analyst**

Astegic info soft pvt ltd (2021)

Auditing the data researched by the team and submitted directly to the client and perform same task according to the need of the company.

Staying with the sales team to provide swift response on client queries.

*27th January - 31
December*

- **Customer Care Executive**

Girnar Care Pvt Ltd (2020)

Identified and evaluated opportunities improving the process and customer experience.

Worked with the sales team for incoming requests from the client side..

Analyzed customer needs and made arrangements adhering to company policies.

Handled escalated and upset calls, maintained and updated the outbound call reports.

Shared best practices and knowledge with colleagues and teams helping achieve the sales targets.

Ensured appropriate collection procedure maintaing the customer service focus.

Overcame clients objections/rejections to company products and convined them.

Answered calls professionally providing complete information about products, take/order cancels or obtain details about complaints.

Followed up ensuring relevant actions were taken on clients complaints.

EDUCATION

2021

- **BA**

Rajasthan University

1st division

2017

- **12th**

Jaipur Cambridge Academy

64.66%

2015

- **10th**

Jaipuria Vidhalaya

4.8 cgpa

SKILLS

- Communication Customer service Problem-solving Time management operational Leadership Corporate Leadership

LANGUAGES

- English Hindi

HOBBIES

- Playing Cricket
- Traveling
- Music