



# ISHANT KANOJIA

## CUSTOMER CARE REPRESENTATIVE

### PROFESSIONAL SUMMARY

I am a Customer Care Representative with 5+ years of experience in the customer service industry. I have a proven track record of exceeding performance expectations with my strong interpersonal skills and ability to quickly understand customer needs and provide effective solutions. I am highly organized and take ownership of any task that is assigned to me. My biggest success was when I worked on an individual project that increased customer satisfaction by 22%. I am adept at handling difficult customer issues with patience and empathy, while also being able to multitask effectively and prioritize tasks appropriately. I am also well-versed in using CRM software and have excellent communication skills, both verbal and written.

### EXPERIENCE

- September 2022 - Now

#### Customer Care Representative

**Interactive Digits** / United Arab Emirates, Dubai

As a Customer Care Representative at Interactive Digits in the United Arab Emirates, I was responsible for providing top-notch customer service and support to clients. Through effective communication and problem-solving skills, I was able to ensure customer satisfaction and maintain strong relationships with clients. Additionally, I played a key role in developing and implementing effective sales strategies to expand the company's market presence.

- Attain monthly sales targets consistently and conduct product demonstrations for potential clients
- Responded promptly to customer inquiries and provide exceptional Customer Service and support to clients
- Resolved customer complaints and issues in a professional manner
- Collaborate with the team to improve overall customer satisfaction and respond promptly to customer inquiries through various communication channels (phone, email and chat, etc)
- Stay up-to-date with Product knowledge, company policies and industry trends to provide the best possible service
- Maintained accurate and detailed records of customer interactions, transactions, comments and complaints in the CRM system
- Collaborated with other departments to resolve complex issues and provide tailored solutions
- Handle challenging or escalated customer situations with patience and composure and escalating issues to supervisors if necessary
- Proactively follow up with customers to ensure their issues are resolved and their overall experience is positive

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### EDUCATION

#### Bachelor of Commerce

University of Delhi, India, New Delhi  
2012 - 2015

### SKILLS

- Customer Service
- Time Management
- Computer Literacy
- Data Entry
- Phone Etiquette
- Multi-tasking
- Teamwork
- Problem-Solving
- Organization
- Work Ethic
- Flexibility
- Empathy

### LANGUAGES

- Hindi
- English

### HOBBIES

- Cooking
- Listening to Music
- Playing Cricket

- Reading

## AWARDS

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- Award of Excellence
- Quartely Perfomance

- July 2020 - August 2022

## Corporate Travel Consultant

**IGT Solutions** / India, Haryana

As a Corporate Travel Consultant at IGT Solutions in India from July 2020 to August 2022, I was responsible for managing corporate travel arrangements for clients. This included booking flights, hotels, and ground transportation while ensuring cost efficiency and adherence to company policies.

- Research various destinations and means of travel regarding prices, customs, weather conditions, reviews etc.
- Maintained relationships with vendors to address customer inquiries and resolve issues effectively
- Ensuring a high level of Customer satisfaction by providing prompt and accurate responses to all queries
- Ensured compliance with company policies
- Managed travel budget for clients and collect deposits and balances
- Organize travels from beginning to end, through booking tickets and accommodation, securing rental transportation etc.
- Reach the revenue and profit targets
- Proactively identifying oppurtunities to upsell services and enhance customer loyalty
- Handle unforeseen problems and complaints and determine eligibility for money returns
- Create and update electronic records of clients and keep financial statements and documents

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- September 2015 - December 2019

## Senior Executive Assistant

**NIIT Technologies Pvt. Ltd.** / India, Haryana

Throughout my four-year tenure as a Senior Executive Assistant at NIIT Technologies Pvt. Ltd. in India, I was responsible for providing high-level administrative support to senior executives and managing their daily schedules. This role required exceptional organizational skills, attention to detail, and the ability to handle confidential information with discretion.

- Coordinated international travel arrangements
- Managed calendars and scheduled meetings
- Prepared presentations and involved with generating financial reports and handling human resources or accounting functions.
- Using technical tools and software such as the Microsoft Office Suite, especially text processing software and Excel spreadsheets.
- Facilitated communication between executives and stakeholders
- Streamlined office processes to increase efficiency
- Establish relationships with existing and prospective clients and trained and mentored junior assistants
- Assist with recruiting, interviewing, hiring, and onboarding executive assistants
- Handled sensitive information with confidentiality