**RAHUL KANTE**

+918801199987 | k.rahulsn@gmail.com

***Career Objective*:**

Professional with over 45 months of experience in backend operations. To work in a firm with a professional work driven environment where I can utilize and apply my knowledge, skills which would enable me as a fresh graduate to grow while fulfilling organizational goals.

***Professional Experience:***

***Oct’18 to till date***

**Company : Capillary Technologies (P) Ltd**

 **Designation : Executive Customer Success (CRM).**

(Present Role)

 **Profile :**

* Handled Major CRM accounts :- **Jotun, Al Futtaim.**
* Implementing the new brand in the org : - **Al Futtaim Blue.**
* Co-ordinating with Merchants and running the campaigns on promotions.
* Creating vouchers for the campaigns running.
* Coordinating with the tech support on daily issue
* Scheduling the weekly calls with the Merchants for discussion on open points.
* Configuring stores with external ID’s and also Till’s
* Updating the SMS and email configurations for campaigns with Gateway teams.
* Allocating the points to the customers.
* Co-ordinating with solutions team on Integrations.

 **Designation : MIS Executive.**

(Earlier Role)

 **Profile :**

* Implemented the Website & Mobile App for the Projects :- **RedTag (Bahrain, KSA, Kuwait, Qatar and Oman) & Ajlan Bros (Ram & MIDA).**
* Handled Major Ecommerce Websites :- **PizzaHut India, Asics India, EVOK, Shwapno, Pai International.**
* Uploading the products in live site
* Inventory updating and reconciliation
* Updating the Alt tags, Title tag, Meta Description, Meta Keywords & URL Redirection
* Storefront layout for the best and most simplified customer experience
* Downloading the Abandoned cart report and update to the client
* Maintaining and updating all types of reports on daily basis.
* Store catalogue analysis and reports
* Gathering data from different departments and supporting the business process documentation
* Creating Flow Chart, Graph, Data sorting, Data Filter, Data analysis, Creating Formulas, Pivot Tables etc.
* Scheduled training with the clients on the catalogue process.
* Mentored new joinees on the catalogue process.
* Support for Implementing a New site
* Creating Voucher codes, custom pages and mapping the products.

***May’17 to Sep’18***

**Company : Examity India.**

 **Designation : Customer Service Executive**

 **Profile :**

* Handling the calls with students and proctoring the exams.
* Verification of documents.
* Authenticating the students.
* Troubleshooting, with the webcam, audio and screen.
* Making the students to take the tests alone.
* Raising the flags, if any malpractices.
* Monitoring the students while taking the test.
* Interrupting the students while taking the test if any issues.
* Raising the CRM tickets if the students are unable to take the test.

***Aug’15 – May’16***

**Company : [24]7 (P) Ltd.**

 **Designation : Digital Interactive Social Media Advisor**

 **Profile :**

* Handling the chats with customers and resolving the issues from our side.
* Sending the refresh signal to the radios.
* Activating, deactivating and consolidating the accounts.
* Helping to make payments from our end
* Availing new offers to the customers
* Transferring the services from one car radio to other car radio
* Handling Service Continuity chats
* Activating Online radios for free on customer’s request

***Educational Qualifications:***

* **B.Tech (Civil)** from **Aurora’s Engineering College** in the year **2015**.
* **Intermediate (MPC)** from **New Chaitanya Jr. College** in the year **2011**.
* **SSC** from **St Mary’s High School** in the year **2009**.

*Technical Skills:*

* Operating Systems : Windows 98/XP/2000/NT/7/10
* Packages : MS-Word, MS-Excel, PowerPoint, AUTO-CADD,STAAD Pro
* Typing Speed : 35 - 40 wpm

***Personal Details:***

* Father’s Name : K. Ramesh
* DOB : 21st June 1994
* Language Known : English, Hindi, Telugu
* Marital Status : Single
* Nationality/Religion : Indian / Hindu
* Interest & Hobbies : Listening Music, Watching Short Films

I look forward to meeting with you in an interview to discuss my experience and skills, and how I can contribute to accounting excellence and teamwork with your Company.

Best Regards,

Rahul Kante.