

# CURRICULUM VITAE

Ashish Hemraj Chaudhari

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## SUMMARY: -

Energetic Customer Service Representative with 2+ years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement. Adept at listening to customers negotiating agreements and developing satisfied repeat customers.

As a Technical Support Engineer, I am committed to diagnosing, reproducing, and fixing customer software issues. Troubleshoot protocols running on software to assist the customer with problem isolation and resolution. If requested, escalate the customer's case to a subject matter expert. Primary Technical Support Engineer responsible for 1st call on customer issues via on-call, phone, tickets, and email.

## EDUCATION: -

Course/Examination	Institution / University	Year of Passing	Percentage (%)
MBA (IT & Marketing)	Global Business School & Research Centre, Tathawade, Pune	2016 – 18	5.11(CGPA)
B.Sc. (CS)	North Maharashtra University, Jalgaon	2015 – 16	6.33(CGPA)
12 <sup>th</sup> (H.S.C.)	Maharashtra State Board	2008 – 09	48.67
10 <sup>th</sup> (S.S.C.)	Maharashtra State Board	2004 – 05	60.13

## CORE QUALIFICATIONS: -

- Strong negotiation skills
- Extensive phone and in-person customer service experience
- Knowledgeable on product
- Excellent communication skills
- Works well as part of a team
- Excellent with angry customers
- Reliable worker

## EXPERIENCE: -

- Designation: - Associate – Customer Support
- Organization Name: - Tech Mahindra Business Services Pvt. Ltd.
- Duration: - September 2015 to July 2016

### Highlights: -

- Handled the clients and customers queries through web chat process and managed the roll out of computerized systems and updated applications.
- Customer service representatives interact with customers to handle complaints, process orders, and provide information about an organization's products and services.
- Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.
- Resolve customer inquiries via phone and email and improved system for following up with unsatisfied customers, reducing customer churn.
- Proposed more efficient call script to reduce average customer handling time, which was well-received and implemented by management.

- Designation: - Technical Support Engineer
- Organization Name: - QuestionPro Pvt. Ltd.
- Duration: - September 2018 to Present

### Highlights: -

- Research client's issues in a timely manner and follow up with the customer with recommendations and action plans.
- Implementations involve Creating surveys and Survey Programming - worked on various tasks to achieve custom logic requirements with various integrations Making changes in survey designs with HTML as per the client's requirement.
- Participated in team meetings weekly, ask questions and provide input on case backlog, technical process, and new processes within the department.
- Mentored new engineers by answering technical questions, escalating cases, and teaching detailed process development. Provide root cause analysis for customer's storage appliance failure.
- Trained with senior system engineers to enhance my personal technical skills as a Technical Support Engineer and learned internal process for escalating cases and approving or denying handovers to specific verticals.
- Utilize previously acquired technical experience to become actively involved in day-to-day technology team to meet schedules and resolve problems.

#### STRENGTHS: -

- Good Communication and Interpersonal Skills
- Goal-Oriented
- Creative
- Self-Motivated Quick Learner
- Good eye to minute details
- Having focus and dedication towards work

#### HOBBIES: -

- Playing computer games
- Listening to music.

#### PERSONAL DETAILS: -

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