

KARTIK KEWALE

karthikkewale@gmail.com

+91 8090226627

Bhekrai Nagar, Pune , Maharashtra

SUMMARY

Highly motivated and results-oriented Customer Support Associate with 8+ years of experience in providing exceptional customer service. Proven ability to build rapport with customers, troubleshoot issues efficiently, and exceed customer expectations. Adept at working independently and as part of a team to achieve common goals. Seeking a challenging customer support role where I can leverage my skills and experience to make a positive impact.

EDUCATION

Master of Commerce

Mahatma Gandhi Kashi Vidyapeeth, Varanasi
(2018)

Bachelor of Commerce

Mahatma Gandhi Kashi Vidyapeeth, Varanasi
(2016)

Intermediate

RP Rastogi Inter College, Varanasi
(2012)

High School

RP Rastogi Inter College, Varanasi
(2010)

PERSONAL INFORMATION

- **Date of Birth** 05/10/1995
 - **Gender** Male
 - **Nationality** Indian
 - **Marital Status** Unmarried
 - **Religion** Hindu
 - **Language Known** English, Hindi & Marathi
 - **Hobbies** Reading Books, Cooking, Playing & Listening to Music
-

SKILLS

- Strong organizational and time management skills
- Exceptional communication and interpersonal skills
- Ability to work independently and as part of a team
- Detail-oriented and able to handle multiple tasks simultaneously

WORK EXPERIENCE

✦ **UPS Logistics Pvt Ltd - Pune, India | 2022 - March 2024**

BROKERAGE ADMIN ASSISTANT

- Gather and track freight forwarding documents, customs forms, and permits.
- Prepare and submit documents for customs clearance.
- Monitor and reconcile invoices and payments.
- Data entry, including data analysis.

✦ **Wipro Limited - Pune, India | 2019-2022**

SENIOR ASSOCIATE

Worked with Telstra Digital (Australian Telecommunication Company)

- Improve customer satisfaction by providing prompt and accurate responses.
- Increase efficiency by automating tasks and routing inquiries effectively
- Gain valuable insights into customer needs and preferences
- Proper Order processing and Deliver solutions for customer inquiries.

Worked With AT&T SENIOR ASSOCIATE (American Telecommunication Company)

- Engaged with customers to better understand their needs and deliver excellent service.
- Prepared orders to deliver excellent presentation and quality standards.
- Collaborated with team members to achieve target results.

✦ **SK Group Private Ltd , Pune-India | 2018-2019**

SALES EXECUTIVE

- Lead generation for Business.
- Respond to incoming and outgoing email and calling

✦ **Raj Advertising Agency Varanasi-India | 2016-2018**

ACCOUNT ASSISTANT & COMPUTER OPERATOR

- Cash Handling
- Bank and Party Reconciliation
- Lead generation for business.

DECLARATION

I hereby declare that the information furnished above is true and correct to the best of my knowledge and belief. I understand that any false information provided may lead to disqualification.

Date:

Signature: