

PRATEEK RAI

CUSTOMER SUPPORT EXECUTIVE

House no 495 , Dundahera sector 20 Gurugram, Haryana, 122016, India

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PROFILE

Customer Support Executive with 1.5+ years delivering high-volume voice and chat support across Flipkart, Share Chat, Moj, Quick TV, and Vibely. Consistently achieve 95%+ CSAT, resolve 100+ issues per day, manage 15–20 concurrent chats with 98% accuracy, and maintain sub-5-minute average resolution time. Fast learner promoted twice in 9 months (CSE → L2 Returns → Vendor Support), trusted to handle complex escalations and vendor coordination. Bilingual in English and Hindi with strong CRM/ticketing fluency, calm de-escalation skills, and a product mindset that feeds actionable insights to teams.

PROFESSIONAL EXPERIENCE

Customer Chat Support, Tech-Fi Technologies Pvt Ltd |

Plot no 264 , Gurugram, Haryana

Aug 2023 — Dec 2023

- Delivered multi-application chat support across 4 platforms (Share Chat, Moj, Quick TV, Vibely).
- Achieving 95%+ CSAT scores with 50+ concurrent user interactions daily.
- Resolved 100+ app-related issues daily using systematic troubleshooting methodology, reducing average resolution time to under 5 minutes.

- Excelled in managing 15-20 concurrent chats simultaneously, maintaining 98% accuracy rate and handled 200+ cases daily with 98% accuracy while demonstrating exceptional empathy and professionalism.
- Identified and reported recurring issues to product team, contributing to 3+ app improvements and enhanced user experience.

Customer Service Representative - I Energizer IT Services Pvt Ltd |

Plot No 495, Gurugram, Haryana

Jul 2024 — Aug 2025

- Delivered high-quality customer support for e-commerce platforms, managing returns and refunds processes efficiently.
- Resolved complex customer inquiries through voice and chat support, maintaining a high satisfaction rate.
- Utilized CRM and ticketing systems to track and manage customer interactions, ensuring timely follow-up and resolution.
- Promoted from CSE to L2 Service Returns Team in 6 months; guided customers through refund and return processes.
- Promoted again to Retail Flipkart (Vendor Support) within 3 months; managed vendor coordination and return shipments.
- Demonstrated strong problem-solving and customer-first mindset across all roles.

EDUCATION

- **M.B.S Intermediate College (UP Board)**
 - 12th - Passed, Ghazipur, Uttar Pradesh
- **P.R International School (CBSE Board)**
 - 10th (PCM) - Passed, Ghazipur, Uttar Pradesh

- **Pursuing**
 - BSc in Computer Science

TECHNICAL SKILLS

- Customer Service & Chat Support
- E-commerce Returns & Refunds
- Problem Solving & Conflict Resolution
- CRM & Ticketing Systems
- English & Hindi Communication

ADDITIONAL INFORMATION

- **Links:** prateekcreates.in