

# Neeraj kumar

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## PROFESSIONAL SUMMARY

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**Provide detailed information about the products and services offered to the customers.** Listen to customer complaints and provide adequate solutions for their problem via phone or email. Propose potential products or services to top management to gather customer information and analyze customer needs.

Have proactive with demonstrated leadership abilities, strategic planning expertise and problem solving acumen. Accomplish demanding targets by encouraging staff and coordinating resources. Methodical and well organized in optimizing coverage to meet operational demand. Effective leader and a problem solver with excel at streamlining operations to decrease costs and promote organizational efficiency. Offer hardworking mentality and history of success coordinating and monitoring operations across various departments. Highly committed to ensure quality of services and products

## EDUCATION

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**10th pass CBSE BOARD sarvodaya Bal Vidyalaya Delhi**

**12 th pass CBSE BOARD Sarvodaya Bal Vidyalaya Delhi**

**B.A (Prog)**  
Delhi University

## SKILLS

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Excellent verbal and written communication skills  
Ability to multitask  
Excellent customer skills

Quick decision-making skills  
Ability to work under pressure and prioritize tasks

Outstanding negotiation and conflict-resolving skills  
Excellent time management and organization skills

## WORK EXPERIENCE

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**16 October 2019** -Current

**Apple iPRO POS Manager in Apple store**  
**Payroll - (Channelplay LTD )**

800, Udyog vihar,Phase 5, Gurugram, Haryana- 120016,India

Phone :- +91 1244720100 Email:- [www.channelplay.in](http://www.channelplay.in)

- Maintain a good relationship between customers and the company.
- Provide detailed information about the products and services offered to the customers.
- Communicate effectively with the customer support team.
- Open and maintain customer account with all the desired account information.
- Listen to customer complaints and provide adequate solutions for their problem via phone or email.
- Propose potential products or services to top management to gather customer information and analyse customer needs.
- Achieve sales targets productively.
- Train the junior staff on improving customer satisfaction.
- Handle and manage surveys in regards to resolving customer service problems.
- Keep the record of customers and follow-up with them on a timely basis for better customer experience.

• Maintain Latest planogram /Latest demo unit with demo mode installation on time & basic Branding responsibility with Cleaning

## COMPUTER PROFICIENCY

Proficient in Apple Macbook Operation & Software-Installation / Software Updates  
Basic knowledge in computer/Macbooks,imac  
basic Knowledge in Microsoft Excel sheet , Microsoft power point, Microsoft word & ( Apple Softwares)

LANGUAGES

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Hindi  
English/ Punjabi /

PERSONAL DETAILS

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Father's	Mr. Ishwar singh	Marital Status:-
Birthday:	26-10-1996	Nationality: Indian
Gender:	Male	

Declaration

I, Neeraj singh, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Signature

Date:

Place: - Delhi