# Chetan Khatiwada

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## PROFESSIONAL SUMMARY

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Friendly, matured and professional Customer Service Specialist with years of experience in understanding customers' requirements and suggesting them appropriate products for their daily use. Demonstrated abilities in resolving issues and retaining customers. Excellent skills in handling the complaints and resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty and increasing customer engagement. Incredibly empathetic and understanding of both riders and driver partners alike. Cool and calm under pressure. Having a superior organizational skill, integrity and great follow-through on tasks. I love learning how things work and I'm always looking for ways to innovate. I enjoy testing different support strategies and tracking the results.

## WORK EXPERIENCE

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### Customer Support Specialist

InDriver

Kathmandu, Nepal

Jun 2022 - Present

- Controlling and setting up the lead processing and driver's registration process.
- Showing empathy to frustrated riders, drivers and customers while solving problems and addressing unsatisfactory experiences.
- Delivering high-quality service across multiple support platforms (email, chat, phone).
- Building loyalty among new users and getting our early adopters to fall in love with inDriver all over again.
- Receiving and placing calls (Inbound/Outbound) to address customer needs, complaints and other issues related to the service.

- Responding efficiently and accurately to customers, providing possible solutions and ensuring that clients feel supported and valued.
- Engaging in active listening with callers, confirming or clarifying information and pacifying angry clients, as needed.
- Understanding and striving to meet or exceed call center metrics while providing excellent consistent customer service
- Utilizing software, databases, scripts, and tools appropriately.
- Documenting all call information according to standard operating procedures.

**Customer Service Representative**

Circle K

Dubai, United Arab Emirates

**October 2021 – April 2022**

- Provided support to the store manager and sales team for the maintenance and upkeep of the store as well as boosting sales.
- Greeted customers patiently and guided them on finding the needed products in the aisle.
- Sorted goods as per their category and displayed them on the display racks.
- Stocked goods from the delivery area to storage.
- Answered customer's questions, processed customer returns, and assisted cashier in preparing invoices and receiving payments during rush hours.
- Checked expiry dates on product labels and replaced them with new ones

## EDUCATION

Bachelor of Business Administration (BBA)

Nepal Commerce Campus, Kathmandu Nepal
Graduated on- 2018

## SKILLS

- Excellent customer service, communication and interpersonal skills.
- Active listening skill with a strong knowledge of varieties of retail products.
- Strong skills in resolving customer issues and ensuring continued loyalty from patrons.
- Matured and professional to exercise sound judgment when dealing with customer issues.
- Loyal, reliable and punctual individual with excellent track record of boosting sales.
- High proficiency using computers (typing, quickly navigating between various tools).
- Exceptional reading comprehension and writing skills.
- Ability to connect what users are asking for with answers to their true issues.
- Skilled at handling multiple issues at once to efficiently solve a large number of inquiries.
- Ability to work well in a team environment, contributing to a synergistic work environment where people learn from one another and continuously improve processes on behalf of users.
- Proactive, resourceful and detail-oriented.
- Experienced on Helpdesk ticketing system, reporting system, CRM system.
- Innovative mindset and high EQ, Grit and a can-do attitude.

## TRAINING & CERTIFICATIONS

Advance Computer Certificate
EF SET English Certificate
General Data Protection Regulation (GDPR)