



DIVYA

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Professional Summary

Dedicated **Customer Support / Operations / Key Account Management** professional with 3+ years of experience in e-commerce, warehouse operations, and B2B client handling. Skilled in managing high-value clients, ensuring timely deliveries, resolving escalations, and improving customer satisfaction. Strong communicator with hands-on experience in order coordination, logistics follow-ups, and cross-team operations.

Professional Experience

Sedna Horeca Pvt. Ltd. – Customer Delight Executive / Key Account Executive

Nov 2024 – Present Responsibilities:

- Managing key clients like **Burgrill, House of Biryani, Xero Degree, Vita Nova.**
- Handling all order processes, warehouse coordination, and ensuring timely dispatch & delivery.
- Communicating with clients via call, chat, and email to resolve issues.
- Ensuring smooth operations for warehousing, dispatch, returns, and delivery follow-ups.

Achievements:

- Strengthened relationships with major accounts through efficient support.
- Achieved **100% dispatch accuracy** for high-priority orders.

IB Monotaro Pvt. Ltd. – Customer Care Executive

Mar 2024 – Sep 2024 Responsibilities:

- Managed customer issues regarding orders, payments, and industrial items.
- Coordinated with service, and logistics teams for resolutions.

Achievements:

- Maintained fast ticket resolution time.
- Received appreciation for proactive communication.

One Mobikwik System Pvt. Ltd. – Customer Care Executive

Aug 2022 – Nov 2023 Responsibilities:

- Handled wallet, payment, and transaction-related concerns.
- Supported users with KYC, refunds, and app issues.

Achievements:

- Consistently achieved high customer satisfaction.

Innovsource Pvt. Ltd. – Branch Relationship Executive

Feb 2021 – Jun 2022 Responsibilities:

- Managed SBI credit card application support through outbound calling.
- Ensured document verification and monthly target achievement.

Achievements:

- Recognized for consistent performance in lead conversion.

Key Achievements

- Managed major clients: **Burgrill, House of Biryani, Xero Degree, Vita Nova.**
- Maintained **100% on-time delivery** during peak season.
- Reduced customer escalations through proactive communication.
- Earned consistent appreciation for customer handling and resolution.
- Improved operational accuracy by coordinating with warehouse and logistics teams.

Core Skills

- Customer Support (Voice & Non-Voice)
- Key Account Management
- Order Management & Coordination
- Issue Resolution & Ticket Handling
- Client Relationship Management
- MS Office & Documentation
- Time Management & Multitasking

Technical Skills

- MS Office & Open Office
- Operating Systems: Windows XP, 7, 8.1, 10

Education

- Graduation – IEC Himachal University
- 12th – CBSE Board
- 10th – CBSE Board

Personal Details

- **DOB:** 06 May 1994
 - **Father:** Late Mr. Devraj
 - **Marital Status:** Unmarried
 - **Nationality:** Indian
 - **Languages:** English, Hindi
 - **Hobbies:** Music, Travel, Dancing
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Signature

Divya