



Dhrupad Thekdi

Customer Service Representative

Email: thekdidhrupad@gmail.com

Energetic Customer Service Representative with 3+ years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

EXPERIENCE

COINCORNER

March 2020- Jan 2021

CUSTOMER SERVICE REPRESENTATIVE

Handled customer calls and responded to queries about services, product malfunctions, promotions, and billing. Worked to address all customer concerns in a timely and effective manner. Worked to understand the needs of each customer.

RELAI

April 2021 - DEC 2021

CUSTOMER SERVICE REPRESENTATIVE

Greeted customers with enthusiasm and a delightful and helpful attitude. Provided guests and potential guests with up to date information about Exchange and promotional offerings.

INERY Blockchain

March 2022 - JAN 2023

Customer Support & Moderation

- Pioneered development of improved system for following up with unsatisfied customers, reducing customer churn by 6%
- Proposed more efficient call script to reduce average customer handling time, which was well-received and implemented by management
- Achieved 97% average customer satisfaction rating to date, surpassing team goal by 12%

EDUCATION

GROW MORE GROUP of ENGINEERING

June 2012 - Nov - 2016

Bachelor in Civil Engineering

SKILLS

Customer Service
Ability to work with Team
Communication Skill
Active listening