

# SAMARPAN AJAY GORLEWAR

Customer Support | Technical Support | Operations

Nagpur, Maharashtra

+91 7719840895

samugorlewar@gmail.com

sampanghbuild-dotcom.github.io/portfolio

## PROFESSIONAL SUMMARY

Dynamic and results-driven customer support professional with 1.3+ years of hands-on experience in technical chat support, client communication, and CRM-based query resolution. Proven ability to handle high-volume interactions with professionalism and empathy. Adept at multi-tasking, de-escalation, and delivering first-contact resolution. Seeking a US Process Customer Support role (Voice/Chat) where I can leverage my technical aptitude, clear English communication, and people-first approach to drive exceptional customer experiences.

## WORK EXPERIENCE

### Technical Chat Support Executive

Habuild Healthcare Pvt Ltd | 2025 – Present | Current

- Resolved 50+ daily customer queries via live chat using CRM tools, maintaining high CSAT scores.
- Diagnosed and troubleshooted app-related and account-related technical issues for end users.
- Escalated complex cases with detailed documentation ensuring seamless handoffs.
- Maintained accurate records of customer interactions and follow-ups in the CRM system.
- Collaborated with cross-functional teams to relay product feedback and reduce repeat contacts.

### Medical Representative

Suyash Herbals & Consumer Products | 2021 – 2025 | 4 Years

- Built and maintained strong client relationships with healthcare professionals across the region.
- Delivered persuasive product presentations and handled client objections with confidence.
- Consistently met monthly sales targets through effective planning and follow-through.
- Coordinated with distributors and ensured timely product availability.

### Store Manager

Sai Medicals, Nagpur | 2020 – 2021 | 1 Year

- Managed day-to-day store operations including billing, inventory, and vendor coordination.
- Handled customer queries and ensured a high standard of in-store service.
- Supervised stock management, reducing shortfall incidents by proactive reordering.

## CORE COMPETENCIES

✓ Customer Query Resolution

✓ Conflict & Escalation Handling

✓ US Process (Voice & Chat)

✓ Multi-tasking under Pressure

✓ Technical Troubleshooting

✓ Data Entry & Documentation

✓ CRM Tools & Ticketing Systems

✓ MS Office (Word, Excel)

✓ Active Listening & Empathy

✓ Time Management

## EDUCATION

Bachelor of Commerce (B.Com)

RTMNU University

CGPA: 8.84 / 10

HSC (12th)	Maharashtra State Board	86.50%
SSC (10th)	Maharashtra State Board	67.80%

## PERSONAL DETAILS

Age: 22 Years

Languages: Hindi | Marathi | English

Hobbies: Sports • Fitness • Music

Address: PT 32, Khobragade Layout, Sarvashree Nagar, Dighori,  
Nagpur – 440034

## DECLARATION

I hereby declare that the information provided above is true and correct to the best of my knowledge and belief.

Place: Nagpur

Date: May 2026

Samarpan Ajay Gorlewar

(Signature)