

# YASSAR ARAFAT



## CONTACT INFORMATION

- ✉ rzyarz94@gmail.com
- 🏠 Door no.631,Block 3 , Mogappair west , Chennai 600037
- 📞 8610496898
- 📅 Sep 26, 1994
- 🌐 India
- 📄 [www.linkedin.com/in/yasssar-arafat-95b14312a](https://www.linkedin.com/in/yasssar-arafat-95b14312a)

## SKILLS

- Helps customer to focus their decision
- Proficient in Assisting customer queries
- Consultative B2B and B2C sales
- Sales and marketing skills
- FX Financial market and Investments

## LANGUAGES

- Tamil, English

## OBJECTIVE

Proactive and an experienced customer support executive with 4 years experience and skilled at drawing out even the shyest potential customer or consumer. A skilled and dedicated marketing specialist who is willing to do the research necessary to understand the intended market demographics, needs, and pain points, making the customer understandable . Proficient in the use of social media promotions

## EXPERIENCE

### CUSTOMER SUPPORT EXECUTIVE

**Zealous services.** Chennai | 2018 - 2019

- Quality Leads generated in Business Process Outsourcing
- Travelled through a Business journey as Team Leader in Network Marketing
- Resolved over 500 customer service issues over calls
- Worked on implenting new services to attract new potential clients
- Identified new strategic opportunities and reached a potential sales
- Analyzed business operations of the company and identified ways for improvement
- Developed marketing and promotional plans and strategies to improve the growth in ethical practices
- Proactively participated in meetings and helped clients new opportunities for sales

## EDUCATION

### B.TECH IT

**Sriram Engineering College.** Chennai | Sep 2012 - Jun 2019

Gained knowledge on **Python progamming language** workshop conducted by University.

## PROJECTS

**Practical Project about Migrating the Banks customers datas from one place to other with best performance.It Reduces time without affecting the daily work**

## ACHIEVEMENTS

Helped & boosted up the company sales upto 40% as **Team Leader**  
Assisted my **Team members** to achieve their targets

## CERTIFICATIONS & COURSES

- Python workshop certificate
- Leadership certificate
- Skilled in Typewriter in lower and higher with higher accuracy