

Yashraj Rawat

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Summary

To pursue a highly challenging and creative career, where I can apply my knowledge, creativity and skills, acquire new skill and contribute effectively to the organisation.

A Web Developer adept in all stages of web development. Knowledgeable in front-end, back-end, and debugging processes. Bringing forth expertise in building, updating and maintenance of web sites and apps. Equipped with a diverse and promising skill-set. Learned in an assortment of technologies, including JavaScript, HTML5, CSS, React.js, Node.js, Express.js, and PostgreSQL. Able to effectively self-manage during independent projects, as well as collaborate in a team setting.

Experience

Sales Executive

Teleperformance • Gurugram, Harayana

02/2020 - 02/2021

Maintained strong relationships with key customers and stakeholders.

Addressed customer questions and concerns regarding prices and product use.

Used negotiation and persuasion skills to influence decision-makers.

Updated information in customer accounts and maintained CRM databases.

Used knowledge of company products and services to recommend solutions to customers.

Entered customer transaction information into company databases.

Built and established strong relationships with customers, enabling long-term partnerships.

Responded promptly to customer queries to increase overall satisfaction.

Provided product information to customers and aligned products with customer needs to boost satisfaction.

Evaluated client feedback to brainstorm ways to improve products and provide quality customer service.

Skills

Adaptability, HTML5, CSS, JavaScript, React.js, Express.js, Node.js, PostgreSQL, Redux

Education

St. Joseph's College • Nainital, Uttarakhand

03/2012

Doon International School • Dehradun, Uttarakhand

05/2014