

# Nikesh Yadav

yadav.nikesh.604@gmail.com

9109402476

[linkedin.com/in/nikesh-yadav-n9109402476y](https://www.linkedin.com/in/nikesh-yadav-n9109402476y)

## Summary

Enthusiastic and Knowledgeable Customer Service Representative with proven track record of exceeding client expectations. Looking to implement exceptional communication, sales, technical support and organizational skills as a Apple Home Care Representative.

## Experience



### CHAT SUPPORT EXCECUTIVE

Magnum Group

Sep 2023 - Jan 2024 (5 months)

Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime as needed.

Managed chat flow with up to 3 consecutive chats in the queue.

. Provided accurate and appropriate information in response to customer inquiries.

. Addressed customer service inquiries in a timely and accurate fashion. Properly directed inbound chats queues to improve call flow.

## Education

### GOVERNMENT ART AND COMMERCIAL COLLEGE BHOPAL

Bachelor of Business Administration, Marketing

2017 - 2020

COMPLETED WITH 71%

### CAREER CONVENT HIGHER SEC SCHOOL

HSC, COMMERCIAL

2016 - 2017

COMPLETED HSC WITH 76%

## Licenses & Certifications



**DIGITAL MARKETING** - Board Infinity

BI22RT4375242871



**DATA ANALYST** - SKILLEDGE

## Skills

Leadership • Business Development • Customer Service