

**Chanda Yadav**

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**Career Profile:**

A highly dynamic, organized and skilled Customer Support Executive with diverse knowledge of operating customer care department. Seeking a position as Senior Customer Care Executive to utilize my skills ad experience in a renowned organization.

**Professional strengths:**

* Possess excellent communication and interpersonal skills
* Quick learner and possess creative problem-solving skills.
* Ability to adapt to new processes within limited time frame.
* Familiar with basic operating systems like Microsoft Outlook, Office and the Iinternet.

* Self-motivator and ability to work in a fast-paced work environment.
* Ability to convince and satisfy customers.
* Excellent team player with good learning skill

**Professional Experience:**

**Advantmed, Ahmadabad:**

November 2017 to March 2018

Support Executive

* Assigned the Review cases tasks of handling international.
* Responsible for maintaining and developing relationships with Agents and Clients.
* Handling the external and internal clients.
* Assigned the tasks of preparing day-to-day activities of Agents calling department
* Handing Reviews cases from operation department.
* Handled the tasks of recording and scrutinizing the complaints received from agents.
* Handled the tasks of making outbound calling quires for new and existing Agents.
* Follow up with the US project clients about the project queries and guidelines of each and every project.

**Casting Networks, Ahmadabad**

September 2015 to June 2017

Customer Support Executive

* Assigned the tasks of handling Customer query via Email.
* Assigned the tasks of preparing day-to-day activities of customer car department.
* Handled the tasks of recording and scrutinizing the complaints received from customers.
* Responsible for providing administrative support to customer service team.

**Nirvana Solution, Ahmadabad**

July 2014 to September 2015

Customer Support Executivee

* Responsible for handling and solving customer support issues via

Chats and mails.

* Assigned the tasks of supporting customer issues
* Handled the tasks of contributing ideas for developing ongoing processs

and work-flow.

* Responsible for operating the department managing system requirements and timberlines.
* Assigned the tasks of providing timely responses to the queries and complaints of customers
* Handled the tasks of making chats for new and existing customers.

**Opulent Overseas, Ahmadabad**

July 2012 to June 2014

Visa Councillor

* Assigned the tasks of supporting, analyzing and investigating the development of new features in supporting Student visa
* Responsible for preparing, maintaining and analyzing data.
* Handled the tasks of contributing to other functional responsibilities

of the organization.

* Provided technical assistance and gave suggestions to meet customers’ expectations.
* Performed other administrative tasks as assigned.

**Silver Stock KPO:**

Support Executive

June 2010 to May 2012

* Generate the leads for calling process of International BPO
* Maintain the Excel-sheet for day to day data leads and hand over to Team leader
* Performed other administrative tasks as assigned.

**Eucational Summary::**

* Master’s of commerce form M.P Mahila Collage Ahmadabad with 52%
* Bachelors of commerce from P.D Panday College, Ahmadabad with 57%

**Personal Details:**

* Name: Chanda Yadav
* Date of Birth: 7/6/1988
* Language known: Hindi, Gujarati, English
* Martial status: Single
* Address : 7, Shivepark Society,

Nr,Govindwadi,

Isanpur,

Ahmedabad382443.

**References:**

Will be provided upon request