

# Yash Swami

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## WORK EXPERIENCE

Concentrix Sep. 2024 – Present

Senior Advisor Gurgaon, Haryana

- Concentrix is a global leader in customer experience solutions, with **over \$6 billion in annual revenue** and **300,000 employees** across **40+ countries**. Serving **1,000+ clients** globally, it leverages cutting-edge technology to deliver exceptional service and drive business growth.
- As a Senior Advisor in chat support, my primary responsibility is to enhance customer retention by ensuring they feel valued and providing effective solutions. By addressing customer needs promptly and efficiently, I contribute to the company's continued profitability.
  - Handled an average of 50 customer chats daily.
  - Maintained a weekly quality score of 75%.
  - Consistently achieved a resolution score of 80% or higher, earning top scorer recognition.
  - Proficient in using Office 365, Salesforce, and eCommerce platforms.

## EDUCATION

Delhi University 1st Year

- Degree (Bachelor of Psychology), Major (Psychology) New Delhi
- Minor (Mathematics and Science)
- Dean's List (aiming)
- Exploring internships in UX design

## SKILLS & INTERESTS

- Technologies:** CRM & Ticketing Systems, Live Chat Platforms, Troubleshooting & Debugging, Typing Speed & Accuracy, Knowledge Base & Documentation, Multitasking & Ticket Management, Scripting & Macros, Product Knowledge, Data Entry & Logs..
- Skills:** Communication skills, Active Listening, Empathy & Patience, Problem-Solving, Adaptability, Time Management, Attention to Detail, Collaboration & Teamwork, Critical Thinking, Conflict Resolution.
- Interests:** Learning new and intriguing topics, Coding (basic Python), Sketching, and creative work, Developing an interest in books, Games (beaten Elden Ring), Music, Volleyball, Exploring