VIVEK **YADAV**

VY

Looking fo SAP SD Module

• Contact

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• Skills

CRM

Excel

Report Generation

Data Mapping

Management Information
Systems expertise

SAP SD Knowledge

• Personal Details

Nationality: Indian

Marital Status: Single

Gender: Male

Driven professional with a track record of enhancing customer satisfaction and loyalty at IEnergizer, adept in resolving complaints with empathy and professionalism. **Skilled in MIS, Excel, and SAP SD,** significantly reduced data processing time at RBL Bank through efficient automation, showcasing strong analytical and interpersonal abilities.

• Work History

**2022-02 -
2023-03**

Customer Service Representative

IEnergizer, Gurgaon, India

- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
- Managed high-stress situations effectively, maintaining professionalism under pressure while resolving disputes or conflicts.
- Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.
- Responded to customer requests for products, services, and company information.

**2023-05 -
2024-07**

MIS Executive(OPS)

RBL Bank, Gurgaon, India

- I Used to Work on The CRM Portal.
- Prepare Excel Report
- Resolution of Precloser EMI Charges
- KYC Updating
- Enhance Customer Service Quality and Satisfaction
- Reduce data Processing time with the Implementation of Efficient automation tools

Languages

English

Upper intermediate (B2)

Education

MBA: Information Technology

Swami Vivekanand Subharti University - Meerut, India
- Currently Pursing

(Started August 2024)

2023-08

Bachelor of Arts

Swami Vivekanand Subharti University - Meerut, India
- Final Percentage: [67]%

2014

Higher Secondary : Art

R.S.B.V.Kiran Vihar Delhi-92 - Delhi
- Final Percentage: [57]

2012

High School

R.S.B.V.Kiran Vihar Delhi-92 - Delhi, India
- Grade: [6.4]

Certifications

2017-09   Diploma In Ms-Office

2022-02   Course Computer Concepts From National Institute of Electronics and Information Technology (NIELIT)

Learning New Technologies

"I Have Keen Interest In Exploring and mastering Emerging Technologies Relevant to The IT and SAP Module. I Regularly Engage in Online Courses And Tutorials tp Expand my Knowledge Base, Focusing on Areas Such As SAP Module, Data Analytical.