

Deepak Yadav

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Noida, Uttar Pradesh

SUMMARY

Motivated and customer-focused fresher seeking an entry-level Customer Support role. Eager to utilize strong communication, problem-solving, and interpersonal skills to deliver excellent customer service.

SKILLS

Technical Skills :

Communication – Clear, professional email

Voice modulation and clarity (for call support)

Email Configuration – Outlook, Gmail setup and troubleshooting

Ticketing Systems – Zendesk, Freshdesk, Jira, ServiceNow

MS Office / Google Workspace – Especially Excel and Docs

Basic Command Line Knowledge – CMD, Terminal (for advanced troubleshooting)

Typing Speed & Accuracy – At least 35–40 WPM

Problem-Solving Ability – Logical thinking to resolve issues

EDUCATION

Bachelor's, in Computer Science and Engineering - Lucknow, Uttar Pradesh

Lord Mother Senior Secondary Public School - CBSE (Class XII) , Science

LANGUAGES

- English
- Hindi

DECLARATION

I hereby declare that the above information is true and correct to the best of my knowledge.