

YASH PRAKASH GURAV

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PROFESSIONAL SUMMARY

Experienced Player Support Executive with over 2 year of expertise in live chat support, troubleshooting, and player satisfaction for high-profile mobile and VR game titles. Proven ability to handle 150-200 tickets daily, maintain a 4.53/5 CSAT, and collaborate with developers, product teams, and higher-level support to resolve complex player issues. Adept at mentoring new team members, managing escalations, and writing detailed FAQs for improved player self-help.

Now seeking a Senior Player Support role to leverage my expertise in chat support, technical troubleshooting, and mentorship to enhance player satisfaction and team efficiency.

EXPERIENCE

GlobalStep | Player Support Executive

Mar 2023 - Present

- Provide live chat and email support for major game titles, ensuring seamless gameplay for a global player base.
- Manage an average of 150-200 player tickets per day, resolving technical issues, account recovery, and in-game currency disputes.
- Maintain a 4.53/5 CSAT rating, demonstrating strong empathy, patience, and conflict resolution skills.
- Escalate major bugs, payment issues, and game-breaking glitches to developers and the product team, ensuring quick resolution.
- Utilized CRM tools like Helpshift, Playfab, Homa labs, Re:amaze, and Meta Quest for Developers to track and resolve player concerns efficiently.
- Conduct log analysis using in-house tools to diagnose and fix game-related technical issues.
- Train and mentor new team members, improving onboarding efficiency and overall team performance.
- Authored FAQs and support guides, reducing repetitive queries and improving player self-help resources.

Key Achievement:

✓ Successfully resolved a critical case where a player's in-game compensation was repeatedly undelivered. Diagnosed the issue, provided structured troubleshooting, and manually restored the player's progress using the database recovery system, ensuring player satisfaction.

DocMode Health Technologies Pvt Ltd | PHP Developer

Feb 2022 - Sep 2022

- Developed and maintained a Hospital Management System, integrating front-end and back-end functionalities using PHP and MySQL.
- Worked closely with cross-functional teams to implement new features based on client requirements.

(Note: This role is less relevant but kept for career continuity.)

EDUCATION

Diploma in Computer Engineering

Viva College Of Diploma Engineering And Technology | Sep 2018 - Sep 2021

SKILLS

Player Support & Chat Handling

- ✓ Live Chat & Email Support (Helpshift, Re:amaze, Meta Quest, Homa labs, Playfab)
- ✓ Ticket Resolution & Escalation Handling
- ✓ Troubleshooting Game Bugs & Technical Issues
- ✓ Log Analysis & Game Data Recovery
- ✓ CSAT Optimization & Player Satisfaction

Soft Skills

- ✓ Empathy & Patience
- ✓ Conflict Resolution
- ✓ Multitasking & High Ticket Volume Handling
- ✓ Mentorship & Training

Technical Tools & CRM

- ✓ Helpshift | Re:amaze | Meta Quest for Developers
- ✓ Slack | Excel | CRM Tools
- ✓ Basic Game Debugging & Log Analysis

Programming Skills

ReactJS, NodeJS, MongoDB, ExpressJS, MySQL, PHP, HTML, CSS, JavaScript