# 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