# ANKIT YADAV

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***SKILLS***

* Comprehensive written and verbal communication skills.
* Good interpersonal skills with an ability to understand the customer’s problem and solving them.
* Highly organized and ability to balance multiple tasks simultaneously
* Good motivator with excellent customer service skills
* Training new employees and getting them productive quickly.
* Ability to solve customer queries as well as set goals and meet objectives efficiently
* Possess exceptional administrative and organizational skills

***CAREER SUMMARY***

* Strong analytical, problem solving and client interaction skills
* Ability to grasp new technical things quickly.
* Strong English communication skills accompanied by active listening skills and patience.

***EXPERIENCE***

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| **Duration** | **Organization** | **Role** |
| Sep 2016 – till date | AWA technology | C.R.G co-ordinator |
| Nov 2014 – Feb 2016 | Barclays Shared Services | Process Advisor |
| Dec 2011 – Aug 2014 | I-Tech Solutions | Subject Matter Expert (SME) |
| Jan 2007 – Nov 2011 | I-Tech Solutions | Customer Care Executive (CCE) |

**AWA technology (Rydalmere, NSW**)

Designation – C.R.G Co-ordinator **(sep 2016 – till date)**

**KEY ROLES**

* Processing calls
* Handling escalations
* Updating account information
* Meeting SLA with given time frame
* Taking feedback to keep a track of customer satisfaction

**Barclays Shared Services**

Designation – Process Advisor (Retention Department) **(Nov 2014 – Feb 2016)**

***KEY ROLES***

* Handle customer inquiries, complaints, billing questions and payment extension/service requests.
* Retaining unsatisfied customers who are looking to close existing accounts.
* Handling complaints of unsatisfied customers, repair trust, locate resources for problem resolution and design best-option solutions.
* Handled incoming calls from account holders, responding to inquiries, resolving problems and correcting account errors.

***ACHEIVEMENTS***

* Received Customer Satisfaction Award 2015.
* Trained retention-department staff and guided them in empathizing clients & selecting the right product.

**I-Tech Solutions**

Designation – Subject Matter Expert **(Dec 2011 – Aug 2014)**

***KEY ROLES***

* Provided business-clients with efficient support – Responded to phone calls & emails.
* Hold several process specific and special training presentations and successful delivery and implementation; including Leadership, Change Management, High end client satisfaction / customer service / soft skills, interpersonal skills, e-mail etiquette, notes writing, negotiation skills, dispute handling, and time management.
* Installed software, configured and tested customer PC’s, analyzed functionality of peripheral appendages.
* Worked closely and effectively with vendors to replace/repair defective hardware and software.
* Instructed and trained end-users regarding computer literacy.
* Responsible to identify and coach the outliers on the floor.

***ACHEIVEMENTS***

* Collaborated with company staff to optimize working environment and customer service.
* Awarded as the top performer of the campaign
* Trained sales-department staff and guided them in helping clients select the right product.
* Collected information through client phone calls to identify and report product problems.

**I-Tech Solutions**

Designation – Customer Care Executive **(Jan 2007 – Nov 2011)**

***KEY ROLES***

* Listen and respond to customers’ needs and concerns
* Provide information about products and services
* Take orders, determine charges, and oversee billing or payments
* Review or make changes to customer accounts
* Handle returns or complaints
* Record details of customer contacts and actions taken
* Research answers or solutions as needed

***ACHEIVEMENTS***

* Managed a high-volume workload within a deadline-driven environment. Consistently met performance benchmarks in all areas (speed, accuracy, volume)
* Became the lead "go-to" person for new representatives and particularly challenging calls as one of the company’s primary mentors/trainers of both new and established employees.
* Earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness.
* Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations.
* Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.

***EDUCATION***

* Senior Secondary Examination, 2005-06, from CBSE.
* Secondary Examination, 2003-04, from CBSE

***SPORTS***

* Played 1st down Batsman in the high school cricket team
* Won Man of the Match in the Inter School Tournament in 2005.

***EXTRACURRICULAR ACTIVITIES***

* Took part in the various dance performances held on the Annual Day of my school at Shah Auditorium, Rajpur road New Delhi.
* Got selected as the head boy of the school in class XII.

***PERSONAL INFORMATION***

* Father’s Name - Mr. Rambir Singh Yadav
* Mother’s Name - Mrs. Kamlesh Yadav
* Marital Status - Married
* Date of Birth - 24th Nov 1986
* Address - 9 courallie avenue , Homebush west NSW,2140
* Hobbies - Photography, Watching movies