




ROOPAM YADAV

CONTACT

 999-077-5436
 Roopamyadav007@gmail.com
 Govindpuram, Ghaziabad

EDUCATION

SECONDARY SCHOOL

Police Modern School(CBSE)
2015-16

BACHELOR OF ARTS

Delhi University S.O.L
2016-2019

SKILLS

- Strong Communication
- Social media management
- Well versed with tools
- Strong interpersonal skills
- Problem-Solving
- Computer Literacy
- Project Management Tools
- Excited to learn new technology

SUMMARY

Results-driven professional with extensive experience in client-facing roles, and strategic decision-making. Skilled in overseeing sales pipelines and client onboarding. Leveraging a background in customer service within the travel and banking sectors to enhance client interactions and satisfaction. Proven ability to lead teams, drive business growth, and make strategic decisions.

EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Make my trip and Jio Communications

Jan 2017 to Apr 2019(2 years and 3 months)

- Helped customers with booking Domestic travel packages. Made itineraries and booking for the same while selling the package.
- At Jio, handled Cx queries and helped them with technical support on call.
- Got promoted to Level 2 calls within 6 months.

CUSTOMER SERVICE REPRESENTATIVE

Credit One Bank(US)

May 2019 to Jan 2020(8 Months)

- Helped customers from the US with their queries and complaints related to their credit cards.
- Complaints and objection handling was one of the major roles as the CSR.

MANAGER

Expert Assistant & Pinnacle Virtual Services

Feb 2020- July 2024

- Direct client facing role and managing client projects.
- Making sure that the team meets their Monthly and Annual goals and giving them regular sessions so they meet their KPI's.
- Managing sales pipeline for the company and Client on boarding.
- Making strategic decisions for the company and bringing in new business. Managing a team of 10 people at a time.