

Vikas Yadav

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EXPERIENCE : -

Tech Mahindra, Noida — Associate-Customer Support

Project – Paytm (January, 2016- September, 2016)

Roles & Responsibilities : -

- Primarily write content for Emails to be sent to customers for their queries and information related to the product.
- Take care of the sanctity and quality of the work.
- Monitor and enhance the self performance and team in the areas of productivity, process adherence, and customer satisfaction.
- Assisting the customer on Email.
- Enhance the goal of quality support by taking individual coaching and feedback sessions from the quality team.

Retail Square, Ghaziabad — Proprietor

Project – Ecommerce (Jan, 2017-Dec, 2020)

Roles & Responsibilities : -

- Research products on the internet
- Maintain large online product catalogs
- Update product data/specification/images
- Compare prices & product listing from competitive websites
- End to end management of backend panels of Ecommerce marketplaces i.e Paytm, Flipkart, etc.

Ienergizer, Noida — Associate-Customer Support

Project – Samsung(May, 2021-Nov, 2021)

Roles & Responsibilities : -

- Customer care executives are the support system of companies that often communicate with their customers
- Provide splendid customer services to customers in a friendly and courteous manner at all times.
- Making sure that customer's Issues are attended and all of their concerns are resolved immediately.

SKILLS :-

- Enthusiastic and passionate
- Strong interpersonal skills
- Creativity and organization
- Analytical, decision-making and management skills
- Ability to develop lasting professional relationships
- The ability to lead and motivate a team
- Good business sense and the ability to work long hours, often under pressure & Ability to handle pressure.

LANGUAGES :-

- English
- Hindi

Provana, Noida — Account receivable Executive

Roles & Responsibilities : - (Nov, 2021 – till now)

- We need to follow – up with Insurance through different sources, like call and website on a submitted claim to know it's status.
- Main Job is to take out the maximum payment from the insurance company on a claim and make the balance zero.
- We need to go through website to know the claim status or make a call if website is not available.

EDUCATION :-

Kanpur University, Kanpur —Uttar Pradesh

B.Sc Graduate 2013

Up Board, Kanpur — Uttar Pradesh

Intermediate 2009

Up Board, Kanpur —Uttar Pradesh

Matriculation 2017

TECHNICAL KNOWLEDGE :-

Knowledge of Microsoft Office Programs —

- Microsoft Advance Excel
- Microsoft Outlook
- Microsoft PowerPoint
- Microsoft Word

Working Knowledge Of Sales Force —

STRENGTH :-

- Self -learner and motivated.
- To manage stress while in pressure.
- Very quick to learn new things.
- Quick adaptation to a new environment.

Declaration :-

I hereby declare that all the above written particulars are true to the best of my knowledge and belief.

Personal Details :-

Date of Birth - 25th January 1992

Father's name - Balbeer Singh

Marital status - Unmarried

Gender - Male

Vikas Yadav