

YASH AGARWAL

Citizenship: Indian • Date of birth: 27 Dec. 1988

Contact

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Objective:

To success in an environment of growth and excellence and earn a job where my knowledge, skills and experience are utilized and challenged to meet the needs of company.

Professional Synopsis:

Team Leader experienced in directing activities of workgroups. Develops strategies, provides training, sets goals and obtains team feedback. Excellent interpersonal and communication skills. Big picture focus with excellence in communicating goals and vision to succeed. Problem solver, networker and consensus builder.

Experience Summary:

1] Ienergizer (From July, 2020 to July, 2022)

Designation: Team Leader

Designation Stream: Chat support (TATA 1MG)

Responsibilities:

- Managing a team of 20-25 executives.
- Tracking and ensuring the productivity parameters are met for all executives.
- Prepare and manage schedules (roster) for the team and ensure adherence.
- Developing and implementing a plan of action to achieve targets.
- Responsible for the team's performance against KPI's.
- Conducting training of team members to maximize their potential.
- Responsible for identifying and conducting sessions on TNI and coordinating efforts with the Quality Team to assist in the quality improvement process of the agents.
- Participates in calibration meetings with the Quality team to ensure that there is complete alignment between teams on quality parameters and audit process.
- Handle Customer escalation through chat, email and voice.

2] 1mg Technologies Pvt. Ltd. (From May, 2019 to June, 2020)

Designation: Senior Customer Development Executive

Designation Stream: Chat & Email support

Responsibilities:

- Handle customer inquiries, complaints through email and chat.
- Helped company attain the highest customer service ratings.
- Consistently met performance benchmarks in all areas.
- Commended for initiative, persuasiveness, intense customer focus and dependability in performance evaluations.

3] Karan Motors Pvt. Ltd. (From July, 2018 to Feb, 2019)

Designation: Email Marketing Executive

Designation Stream: Email Marketing

Responsibilities:

- New lead generation by bulk emailing.
- Design and implement direct email marketing campaign.
- Ensure email marketing rules and policies.

4] Radical Minds Technologies Pvt. Ltd (From Aug, 2017 to July, 2018)

Designation: Customer Care Executive (ZOMATO Customer Delight)

Designation Stream: Chat & Voice

Responsibilities:

- Provide Customer Support through chat & voice.
- Worked with Zomato Customer Delight, Zomato DOM and Zomato Logistics Team.
- I have to maintain all the quality parameters and productivity metrics of day to day work.

5] Athina Technologies Pvt. Ltd. (From Nov, 2012 to May,2017)

Designation: Customer Care Exécutive

Désignation Stream: Email & Chat Support

Responsibilities:

- Provide support through email, Chat and calls to U.S, U.K Clients.
- Handling Content Management System (CMS).
- Publishing, editing and modifying content.
- I am responsible for productivity report of day-to-day work.

Educational Qualification:

- **B. Tech in Electronics & Comm. Engg. from Rajasthan Technical University.**
- **Sr. Secondary from RBSE with 54.62%**
- **Secondary from RBSE with 65.83%**

Technical Qualifications:

- **Operating System** - Windows 2000/xp/Vista, Windows 7.
- Sound Knowledge of Ms-excel, Ms-word, outlook
- Knowledge of Zendesk, Kapture CRM

Strengths:

- **Team Management Skill**
- **Quick Learner**
- **Détermination**
- **Time management**

Languages:

- **English & Hindi**

Declaration:

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place: New Delhi

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