### Name :- Deepak Yadav

Village Sehrawan near Manesar District Gurgaon Haryana, 122051 Email id:- <u>Deepakyadav9481@gmail.com</u> Mob: 9999150599

To seek a demanding, innovative and challenging position in an organization that will utilize my academic learning and shall offer adequate opportunities for learning and advancement.

#### **PROFILE SUMMARY**

- Dynamic & result oriented:-
- 31 months worked as a Senior customer service representative in international process at Concerntix.
- Skilled in working both as an individual contributor and a team player while working actively with cross functional teams on strategies for executing, measuring impact, communicating results, and automation.
- Capabilities in reviewing and assessing process flows to detect potential risks, duplicated effort, fraud and non-compliance with laws, regulations, and management policies
- Solutions oriented approach with excellent relationship management skills, successfully and consistently delivering the responsibilities of **Customer Satisfaction**.

# **ORGANIZATIONAL EXPERIENCE**

- Completed internship in administration department at karma Lakeland.
- 7 months of experience as a customer service representative at Jindalx.

•31 months of experience as a Customer service representative in international process at Concentrix Daksh's service pvt ltd.

#### Key Result Areas:

- Customer handling.
- Audit sales data and performance.
- Sets and achievements of targets as per given organization..

# **CORE COMPETENCIES**

- Ensure adherence and compliance to regulatory requirements while processing any work both in terms of documentation and regulations.
- Accountable for the service and for building relationships with all the clients within the portfolio. Handling review service performance with clients and generates ways to continuously improve service delivery and maintain standards.

# ACHIVEMENTS:

I got 4 appreciation certificate in company rewards & recognition.

# **TECHNICAL / SOFTWARE PROFICIENCY**

- MS Office, MS Outlook, Google Docs, Windows XP, Windows 7, Windows 8, Windows 10.
- Office Applications

# ACADEMIC CREDENTIALS

Bachelor of hotel management (Amity university)

# CERTIFICATIONS

Customer service representative in international process.

# PERSONAL DETAILS

Date of Birth: 21<sup>ST</sup> August 1997Language Known: English & Hindi

### Declaration-

I hereby acknowledge & authenticate, every bit of information mentioned in this document is true to the best of my knowledge and belief.

Date: Place: Gurgaon