

PAWAN KUMAR YADAV

Uttam Nagar, Vikaspuri, New delhi.
7840897637 | pawankld07@gmail.com

Objective

I seek challenging opportunities where I can fully use my skills for the success of the organization.

Experience

- India mart** January 2022 - May 2022
Customer service representative(Executive)
India Mart
 - Responded promptly to customer inquiries and concerns via [specific communication channels].
 - Provided detailed product information, assisted with order placements, and resolved issues to ensure customer satisfaction.
 - Collaborated with cross-functional teams to address complex customer queries and escalations.
 - Achieved high customer satisfaction ratings or resolution times.
 - Contributed to the improvement of internal processes by any process improvements.
 - Maintained up-to-date knowledge of IndiaMART's products and services to provide accurate information to customers
 - Upselling to paid customers.
 - Physical & Online Meeting with Client.

Education

- STEP HBTI KANPUR** 2022
MBA(MR & HR)
76.8%
- University of Delhi** 2019
Bsc. Physical science
6
- UP BOARD** 2016
12th
83.4

Skills

- B2B, sales strategy, Excel, Ms word

Projects

- Indian Street Food Analysis