Yatendra Parashar

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PROFESSIONAL SUMMARY

An enthusiastic and high-energy driven professional, targeting midlevel position in Customer Service & Sales. Perfectly skilled in technical skills of multitasking and soft skills such as team management, Complaint and feedback management, Sales Target etc

EXPERIENCE

Lenskart Solutions Pvt. Ltd., Gurugram

December 2021 - February 2024

Executive- HTO (Pre-Sales) — *Lenskart*
December 2021 - August 2023

Key Responsibilities:

➢ Proper flow and collaboration between the customer, customer service team, and field team to fill the gap and generate leads.

➢ Curated and conducted mentorship sessions for a team of 10-15 employees to upskill and train them to be role-ready.

➢ Developed and maintained analytics reports and dashboards to provide actionable insights that support data-driven decision-making for tracking progress and ensuring growth.

➢ Achieved sales goals and service targets by cultivating and securing new customer relationships.

➢ Handled a pilot process and made several dashboards including conversion and attended percentage etc.

➢ Responsible for several more processes where I had to prepare dashboards and provide reports for the same.

➢ Also I acted as a coach for the newcomers to ensure they receive adequate training and clear their training programme.

Chat - HTO - *Lenskart*
September 2023 - February 2024

SKILLS

➢ **Computer proficiency**

➢ **Leadership experience**

➢ **Strong Verbal Communication skills**

➢ **Expertise in Google sheets, MS excel, Locus , Czentrix , Sprinklr and My operator**

LANGUAGES

- ENGLISH

- HINDI

➢ Handled a team of 5 members who were responsible for all chats related to the process.

➢ Responsible for training candidates regarding the software and handling customers.

➢ Prepared dashboards for team performance and improvement.

➢ Responsible for sharing the data with different area managers and ensuring every lead is assigned to the respective field executives.

➢ Prepared final reports (MTD) for the month regarding the attended percentage of the leads conversion percentage and connected percentage.

PROJECTS

<u>HTO/HEC(Chatbot)</u> — *Lenskart*

I have been handling the autopilot process where my key responsibilities were:-

➢ Fetch the data from the software to ensure every lead is scrutinized and assigned to the respective area managers.

➢ Responsible for the conversion of those leads.

➢ Had to connect with different area managers for smooth operation.

➢ Prepared dashboards for conversion, data collected, dump data on daily basis.

➢ Prepared final reports for each month regarding the attended percentage of the leads and conversion percentage and connected percentage.

➢ Managed the bot from preparing message template to processing the same on different
➢ Prepared dashboards for conversion, data collected, dump data on daily basis.

➢ Prepared final reports for each month regarding the attended percentage of the leads and conversion percentage and connected percentage.

➢ Managed the bot from preparing message template to processing the same on different database which was provided by the management.

EDUCATION

Shivpuri Public School, Shivpuri — *CBSE(10th and 12th)*
 May 2016 - June 2018

BA (Shrimant Madhavrao Scindia Collage) **Affiliated to Jiwaji University,** Gwalior
November 2021

Diploma in computer application (DCA) Makhanlal Chaturvedi National University of Journalism and Communication, Bhopal

I hereby declare that all the above particulars are correct to best of my knowledge.