

## **YOGESH KUMAR**

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**Objective:** An ambitious, creative and highly motivated individual, who has a passion for the retail industry and an uncompromising commitment to quality and outstanding customer service. Having a proven track record of maximizing retail sales by providing an enjoyable shopping experience for customers, and a comprehensive management, planning and support service to all retail staff

**Key Skill:** Decision Making, An Eye for Detail, Problem Solving, Administrative Organizing, Team Player

### **Professional Experience**

- Total 8.7 years experience in Customer services

**World Phone Internet Services Pvt Ltd.** 31August 2016 to18th February 2020.

#### **Roles and Responsibilities:**

- Working on Last Mile Connectivity.
- Pick up the client call and doing basic troubleshooting related to internet and VoIP.
- Raise a trouble ticket for escalated issues and forwarded it to the Next level.
- Providing support to RF field engineer.
- Making a outgoing calls to client and give the update of their complaints.
- Handling escalated issues of bandwidth like No Connectivity Issue, Slow Speed Issue(Upload /Download/speed).
- Handling Tickets on Ticket CRM tool.
- Respond quickly and effectively to network issues and outages.
- Ensure High Internal / External Customer Satisfaction.

**Pepperfry:**12th April. 2013 to 25<sup>th</sup> August 2016.

#### **Roles and Responsibilities:**

- Answer calls professionally to provide information about products and services, status of orders, cancel orders, delivery issue, or obtain details of complaints.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Follow up to ensure that appropriate actions were taken on customers' requests.

- Refer unresolved customer grievances or special requests to designated departments for further investigation.
- Update data on daily basis and share with TL in evening.
- Share RPU inventory report, product condition and movement location with date.
- Co-ordinate with CS Team on mail.
- Update the return policy to customer.

**Vodafone Essar Ltd.** 7<sup>th</sup> Feb 2011 to 20<sup>th</sup> Oct 2012 as a C.S.E

### **Roles and Responsibilities:**

- To generate customer details in the system weekly, quarterly and monthly.
- Developing business links within the local community.
- Getting feedback and capturing data from customers.
- Quickly responding to customer complaints, requests and comments.

### **TECHNICAL SKILLS**

Operating System	: Window Xp, Window 7
Skill	: MS Office, MS excel, MS Outlook

### **Education and Certifications**

- Bachelor of Arts From V.B.S. Purvanchal University.
- 12<sup>th</sup> standard from U.P Board.
- 10<sup>th</sup> standard from C.B.S.E.

### **Strengths**

- Energetic, Innovative, Self-Starter with Organizational and Creative abilities.
- Positive thinking, Enjoy working and leading a team of people.
- Work under the pressure.

### **Personal information**

**Name** : **YOGESH KUMAR**: Male: Married : Indian  
**DOB** : 15<sup>th</sup>March.1985  
**Languages Known** : English, Hindi

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