

# Kaustubh Yadav

Dynamic professional with a proven track record at Amazon, adept in customer service and problem-solving abilities. Excelled in managing high-stress situations and enhancing customer satisfaction through active listening and effective call management. Demonstrated strong work ethic and quick learning capabilities, significantly improving client retention and network performance. Skilled in MS Office and ticketing tools, achieving goals within stringent SLAs. Committed to ensuring customer satisfaction by providing exceptional service and unmatched support. Proficient in utilizing customer service best practices and adept at exploring different solutions to address customer needs effectively.

## Contact

### Address

DELHI, India 110092

### Phone

08447534883

### E-mail

kosmoyadav@gmail.com

### LinkedIn

linkedin.com/in/kaustubh-yadav-bbbbaa8163

## Skills

Customer Service

Active Listening Call

Management

Problem-solving abilities MS

Office

Ticketing Tool

Time Management

Strong Work Ethic

Quick Learner

## Work History

### 2022-2024

### Customer Service Representative

*Amazon, Delhi, India*

- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
- Managed high-stress situations effectively, maintaining professionalism under pressure while resolving disputes or conflicts.
- Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.
- Responded to customer requests for products, services, and company information.
- Handled escalated calls efficiently, finding satisfactory resolutions for both customers and the company alike.
- Maintained detailed records of customer interactions, ensuring proper follow-up and resolution of issues.
- Developed strong product knowledge to provide informed recommendations based on individual customer needs.
- Developed rapport with customers through active listening skills, leading to higher retention rates and positive feedback from clients.

### 2019-2021

### Assistant Engineer

*Ericsson Global Private Limited, Noida, India*



## Personal Details

**Date of Birth:** 04/08/1995

**Nationality:** Indian

**Marital Status:** Single

**Gender:** Male

- Used to manage customers on calls. Manages network tuning, performance, and designs strategies, and makes recommendations to improve network performance.

- Provide remote technical assistance to field teams and ensure that field works are implemented without impacting the network health.

- Responsible for testing and evaluating network hardware and software, developing new network monitoring, analysis tools and writing network documentation.

- Work with problem management to identify reoccurring incidents and support service improvement plans to negate reoccurrence of incidents.

- Perform network diagnostics to re-mediate detected/reported network incidents Manage incidents and network performance within SLA's, OLA's and KPI's



## Education

2018

**Bachelor of Technology: Electronics And Communications Engineering**

*ITS ENGINEERING COLLEGE - Greater Noida, India*