

YASHRAJ SINGH

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PROFILE SUMMARY

I am a working professional, currently employed as Executive Customer Service at **iEnergizer Limited**, Noida, wherein I am handling International Section of MakeMyTrip. I am working on various software and tools including **Amadeus, Galileo, Spark, Spyder, Mydesk and Workflow**. My roles and responsibility are detailed out in my work experience.

In addition to having work experience at iEnergizer, I am having a rich experience in managing and coordinating events program, handling clients and customers as well rich experience as a leader, handling, management and supervisory related work.

I have also previously worked as Customer Service Agent employed at **Netobyte India Pvt. Ltd.**, and deployed at **Chaudhary Charan Singh International Airport, Lucknow**, Uttar Pradesh for a period of 12 months. Provided Services various passengers as well as various High Profile Personal Including Foreigner Travelers.

I am extremely motivated to constantly develop my skills and grow professionally. I am confident in my ability to be a great asset to the company.

PROFESSIONAL QUALIFICATIONS

- Bachelor of Commerce (2017) : Lucknow Public College, affiliated to Lucknow University, Lucknow
- 12thStandard (ISC Board) (2014) : Ryan International School-Raebareli, Uttar Pradesh
- 10thStandard (ICSE Board) (2012) : Ryan International School-Raebareli, Uttar Pradesh

WORK EXPERIENCE

iEnergizer Limited, Noida

[July'2024-present]

Designations: Executive Customer Service

Roles and Responsibilities

- Handling International Section of MakeMyTrip
- Working as Customer Relationship Manager
- Working on Ticketing Systems software/tools including software such as Amadeus and Galileo
- Working on Airline reservation systems software/tools
- Working on various other tools including Spark, Mydesk, Spyder and workflow
- Attending inbound and outbound calls
- Handling Emails as also Live Chat

Chauhan Event Advertisement and Production (Proprietorship)

[December' 2021-Jun'2024]

Designations: Team Manager and Event Coordinator [At Lucknow]

Roles and Responsibilities

Responsibility included dealing with various Clients. Support to marketing team with various advertisement Ideas. Managing as well as organizing events.

Netobyte India Pvt. Ltd., Lucknow

[November' 2020- November21]

Designations: Customer Service Agent at CCS Airport, Lucknow

Roles and Responsibilities

Responsibility includes handling and assisting the daily passengers in the humblest manner. Personal Assistance to various daily passengers as well as High-Profile Personal including the Foreigners during their brief stay at the CCS Airport. Handling and management of the Airport staff and other related misc. work.

Dream Team Events, (Proprietorship) Lucknow

[December' 2017- April'2020]

Designations: Team Manager and Promoter

Roles and Responsibilities

Responsibility included dealing with various Clients. Support to marketing team with various advertisement Ideas. Managing as well as organizing events.

CORE SKILLS AND SPORTS ACHIEVEMENTS

Core Skills:

- Communication and networking skills
- Team Player and Leadership Skills
- Adaptable and Flexible in any working condition

Sports Achievements:

- Participated in National level Cricket tournament 2016 GOA and NEPAL 2016 .
- Participated in District level Cricket Tournament in 2012 OBRA (UTTAR PRADESH).
- Organized many events and sports activities in School and College .