

# YASHRAJ SINGH

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## PROFILE SUMMARY

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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

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

## WORK EXPERIENCE

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### **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**

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**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 .