

# Arjun Yadav

C-753 LIG FLATS, EAST OF LONI ROAD, SHAHDARA,  
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## Experience

- Teleperformance** May 19, 2022 - February 07 2023  
Senior Executive  
Proficient in handling live chat support with professionalism and empathy.
  - Skilled at clear written communication to resolve customer queries quickly.
  - Strong ability to manage multiple chats simultaneously while maintaining accuracy.
  - Experienced in using CRM and chat support tools.
  - Adept at understanding customer needs and providing tailored solutions.
  - Capable of escalating complex issues effectively to the right teams.
  - Focused on customer satisfaction, retention, and relationship building.
- TechMahindra** April 09, 2024 - July 31, 2024  
Senior Executive  
Strong verbal communication skills with a clear and professional tone.
  - Skilled in handling inbound and outbound calls to address customer queries and provide solutions.
  - Ability to listen actively and empathize with customers to ensure satisfaction.
  - Proficient in using CRM and call management tools for logging and tracking interactions.
  - Experienced in managing high call volumes while maintaining quality standards.
  - Skilled in explaining complex information in a simple and customer-friendly way.
  - Strong persuasion and negotiation skills for upselling or resolving objections.
  - Focused on achieving First Call Resolution (FCR) and improving customer retention.

## Education

- IGNOU**  
Bachelors In Political Science Honours